NOTEBOOK

REFERENCEGUIDE

Gateway®

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CHAPTER 1
About This Reference

- About this guide
- Accessing your online User Guide
- Gateway contact information
- Microsoft Certificate of Authenticity
- For more information

About this guide

This guide includes information and maintenance instructions that are specific to your model of Gateway notebook. For all other notebook information, see your online *User Guide*.

Accessing your online User Guide

In addition to this guide, your online *User Guide* has been included on your hard drive. Your *User Guide* is an in-depth, easy-to-read manual that includes information on the following topics:

- Help and technical support
- Using and customizing Windows and other software
- Using the Internet
- Protecting your files
- Playing and recording media
- Networking

▶ **To access your online *User Guide*:**

- Click (**Start**), **All Programs**, then click **Gateway Documentation**.

■

Gateway contact information

Important
The labels shown in this section are for informational purposes only. Label information varies by model, features ordered, and location.

Gateway model and serial number

The label on the bottom of your notebook contains information that identifies your notebook model and its features. Gateway Customer Care will need this information if you call for assistance.

Microsoft Certificate of Authenticity

The Microsoft Certificate of Authenticity label found on the bottom of your notebook includes the product key code for your operating system.

For more information

For more information about your notebook, visit Gateway's *Support* page at www.gateway.com or the Web address shown on your notebook's label. The *Support* page also has links to additional Gateway documentation and detailed specifications.

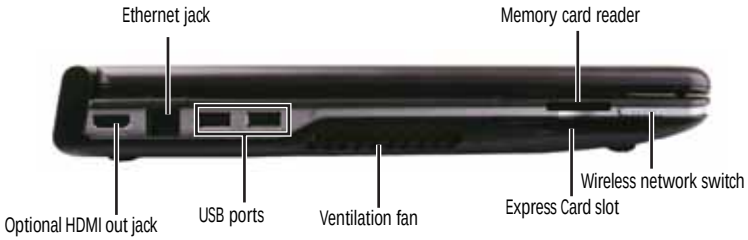
CHAPTER 2
Checking Out Your Notebook

- Front
- Left
- Right
- Back
- Bottom
- Keyboard area
- LCD panel

Front

Component	Icon	Description
Microphone jack		Plug a microphone into this jack.
Headphone jack		Plug amplified speakers or headphones into this jack. The built-in speakers are turned off when speakers or headphones are plugged into this jack.
Power indicator		▪ LED on - Notebook is on. ▪ LED blinking - Notebook is in Sleep or Hybrid Sleep mode. ▪ LED off - Notebook is off.
Battery charge indicator		▪ LED blue - Battery is fully charged. ▪ LED purple - Battery is charging. ▪ LED blinking red - Battery charge is very low. ▪ LED solid red - Battery is malfunctioning. Important: This LED only lights up when your notebook is connected to AC power or the battery charge is very low.

Left



Component	Icon	Description
Ethernet jack		Plug an Ethernet network cable into this jack. Plug the other end of the cable into a cable modem, DSL modem, or an Ethernet network jack. For more information, see "Connecting to a broadband modem or network" on page 20.
Memory card reader		Insert a memory card from a digital camera, MP3 player, PDA, or cellular telephone into the memory card reader. For more information, see "Using the memory card reader" on page 55. The memory card reader supports Memory Stick®, Memory Stick Pro®, Mini Secure Digital®, MultiMediaCard™, RS-MultiMediaCard™, Secure Digital™, and xD-Picture Card™cards. Important: RS-Multimedia Card and Mini Secure Digital cards require the use of an adapter that is available with the media.
HDMI out jack (optional)	HDMI	Plug an HDMI device, such as a high definition television, into this optional jack. For more information, see "Viewing the display on a projector, monitor, or television" on page 59.
USB ports		Plug USB devices (such as a diskette drive, flash drive, printer, scanner, camera, keyboard, or mouse) into these ports.

Component	Icon	Description
Ventilation fan		Helps cool internal components. Warning: Do not work with the notebook resting on your lap. If the air vents are blocked, the notebook may become hot enough to harm your skin. Caution: Do not block or insert objects into these slots. If these slots are blocked, your notebook may overheat resulting in unexpected shutdown or permanent damage to the notebook. Caution: Provide adequate space around your notebook so air vents are not obstructed. Do not use the notebook on a bed, sofa, rug, or other similar surface.
Express Card slot		Insert one Type 54 Express Card into this slot. For more information, see "Adding and removing an Express Card" on page 57.
Wireless network switch		Enable or disable the optional IEEE 802.11 wireless network radio and optional Bluetooth radio. The switch must be in the enable position to turn either radio on or off using the **FN+F2** or **FN+F6** buttons. For more information, see "Turning your wireless radio on or off" on page 47. Warning: Radio frequency wireless communication can interfere with equipment on commercial aircraft. Current aviation regulations require wireless devices to be turned off while traveling in an airplane. IEEE 802.11 and Bluetooth communication devices are examples of devices that provide wireless communication.

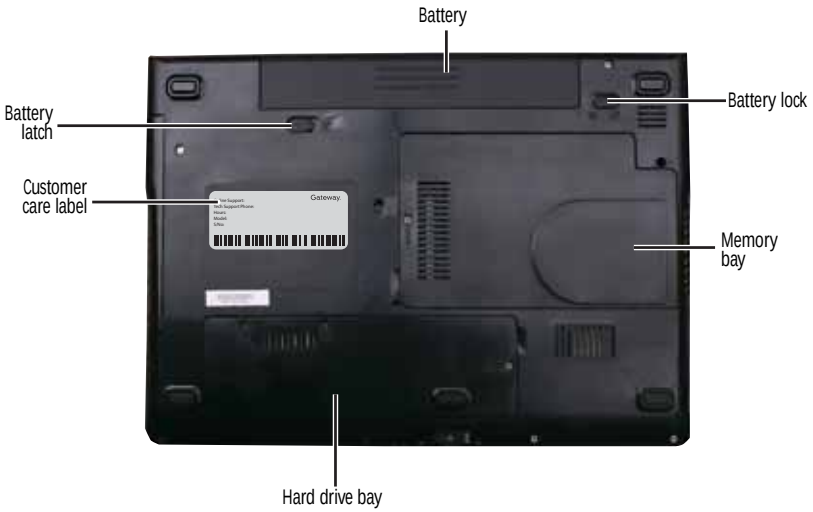
Right

Component	Icon	Description
DVD drive		Insert CDs or DVDs into this drive. For more information, see “Using the DVD drive” on page 52. To determine the type of drive in your notebook, examine the drive tray’s plastic cover and compare the logo to those listed in “Identifying drive types” on page 52.
USB port		Plug a USB device (such as a diskette drive, flash drive, printer, scanner, camera, keyboard, or mouse) into this port.

Back

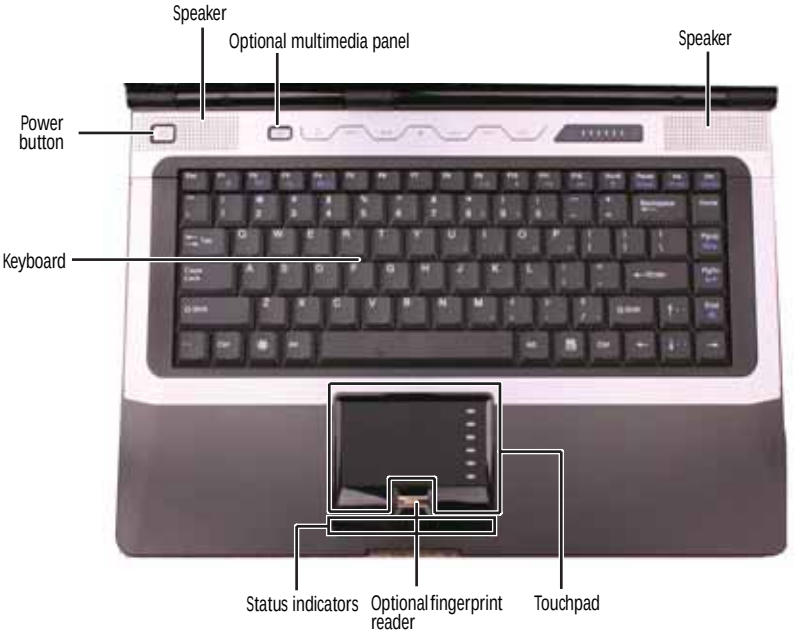
Component	Icon	Description
Modem jack (optional)		Plug a dial-up modem cable into this optional jack. For more information, see "Connecting the optional dial-up modem" on page 21.
Kensington™ lock slot		Secure your notebook to an object by connecting a Kensington cable lock to this slot.
Monitor port		Plug an analog VGA monitor or projector into this port. For more information, see "Viewing the display on a projector, monitor, or television" on page 59.
Power connector		Plug the AC adapter cable into this connector.

Bottom



Component	Icon	Description
Customer Care label		Includes the Customer Care contact information. For more information, see "Gateway contact information" on page 2.
Battery latch		Slide to release the battery. For more information, see "Changing batteries" on page 67.
Battery		Provides power when the notebook is not plugged into AC power.
Battery lock		Slide to unlock the battery. For more information, see "Changing batteries" on page 67.
Memory bay		Memory modules are located in this bay. For more information, see "Adding or replacing memory modules" on page 103.
Hard drive bay		The hard drive is located in this bay. For more information, see "Replacing the hard drive kit" on page 107.

Keyboard area



Component	Icon	Description
Keyboard		Provides all the features of a full-sized, computer keyboard. For more information, see "Using the keyboard" on page 26.
Power button	⏻	Press to turn the power on or off. You can also configure the power button for Sleep/Resume mode. For more information on configuring the power button mode, see "Changing advanced settings" on page 74.
Speakers		Provide audio output when headphones or amplified speakers are not plugged in.
Multimedia panel (optional)		Use to control playback of CDs and DVDs. The panel includes a capacitive volume control. For more information, see "Using the optional multimedia panel" on page 40.
Touchpad		Provides all the functionality of a mouse. For more information, see "Using the EZ Pad touchpad" on page 37.

Component	Icon	Description
Fingerprint reader (optional)		Provides enhanced security. For more information, see “Using the optional fingerprint reader” on page 31.
Status indicators		Inform you when a drive is in use or when a button has been pressed that affects how the keyboard is used. For more information, see “Using the status indicators” on page 25.

LCD panel

Component	Icon	Description
Microphone (optional)		Use to talk through when making Voice over Internet Protocol (VoIP) calls. **Important:** The optional microphone is only available when purchased with the optional webcam.
Webcam (optional)		Use to let others see who they are communicating with when making VoIP calls. For more information, see "Using the optional webcam" on page 41. **Important:** The optional webcam is only available when purchased with the optional microphone.
Webcam status indicator (optional)		Turns on when the webcam is turned on.

CHAPTER 3

Setting Up and Getting Started

- Working safely and comfortably
- Connecting the AC adapter
- Connecting to a broadband modem or network
- Connecting the optional dial-up modem
- Starting your notebook
- Turning off your notebook
- Restarting (rebooting) your notebook
- Using the status indicators
- Using the keyboard
- Using the optional fingerprint reader
- Using the EZ Pad touchpad
- Using the optional multimedia panel
- Using the optional webcam
- Adjusting the brightness
- Adjusting the volume
- Turning your wireless radio on or off

Working safely and comfortably

Before using your notebook, follow these general guidelines for setting up a safe and comfortable work area and avoiding discomfort and strain:

- Keep hands and arms parallel to the floor.
- Adjust the screen so it is perpendicular to your line of sight.
- Place your feet flat on the floor or on a footrest.
- Although notebooks are sometimes called "laptops," do not use your notebook while it rests on your *unprotected* lap. Notebook operating temperatures can become quite high, increasing the risk of burns to your legs. Instead, use a laptop desk to protect your legs.
- Do not use the notebook on any soft, conforming surface, such as your lap, a blanket, carpet, or a sofa. Soft surfaces can block your notebook's ventilation openings, leading to overheating, permanent damage to your notebook, and fire danger. Instead, place your notebook on a rigid, hard surface, and make sure that you keep the ventilation openings on the sides clear.

Warning
Do not use your notebook on a soft surface, such as your lap, a blanket, carpet, or a sofa. You must keep your notebook's ventilation openings clear of obstructions, or your notebook may overheat, increasing the risk of fire and personal injury.

Reducing eye strain

Sunlight or bright indoor lighting should not reflect on the screen or shine directly into your eyes.

- Position the computer desk and screen so you can avoid glare on your screen and light shining directly into your eyes. Reduce glare by installing shades or curtains on windows, and by installing a glare screen filter.
- Use soft, indirect lighting in your work area. Do not use your notebook in a dark room.
- Avoid focusing your eyes on your screen for long periods of time. Every 10 or 15 minutes, look around the room, and try to focus on distant objects.
- Where feasible, keep your head vertical while looking at the screen. If you use an external keyboard, raise the notebook so the top of its screen is no higher than eye level.

Setting up your computer desk and chair

When you are setting up your computer desk and chair, make sure that the desk is the appropriate height and the chair helps you maintain good posture.

- Select a flat surface for your computer desk.
- Adjust the height of the computer desk so your hands and arms are positioned parallel to the floor when you use the keyboard and touchpad. If the desk is not adjustable or is too tall, consider using an adjustable chair to control your arm's height above the keyboard.
- Use an adjustable chair that is comfortable, distributes your weight evenly, and keeps your body relaxed.
- Position your chair so the keyboard is at or slightly below the level of your elbow. This position lets your shoulders relax while you type.
- Adjust the chair height, adjust the forward tilt of the seat, or use a footrest to distribute your weight evenly on the chair and relieve pressure on the back of your thighs.
- Adjust the back of the chair so it supports the lower curve of your spine. You can use a pillow or cushion to provide extra back support.

Sitting at your notebook

- Avoid bending, arching, or angling your wrists. Make sure that they are in a relaxed position when you type.
- Do not slouch forward or lean far back. Sit with your back straight so your knees, hips, and elbows form right angles when you work.
- Take breaks to stand and stretch your legs.
- Avoid twisting your torso or neck.

Avoiding discomfort and injury from repetitive strain

- Vary your activities to avoid excessive repetition.
- Take breaks to change your position, stretch your muscles, and relieve your eyes.
- Find ways to break up the work day, and schedule a variety of tasks.

Connecting the AC adapter

You can run your notebook using an AC adapter or your notebook's battery. The battery was shipped to you partially charged. You should use the AC adapter right away to fully charge the battery. Allow three hours for the battery to fully charge.

Warning

Do not attempt to disassemble the AC adapter. The AC adapter has no user-replaceable or user-serviceable parts inside. The AC adapter has dangerous voltages that can cause serious injury or death. Contact Gateway about returning defective AC adapters.

Caution

Make sure that you use the AC adapter that came with your notebook or one of the same type purchased from Gateway. Replace the power cord if it becomes damaged. The replacement cord must be of the same type and voltage rating as the original cord or your notebook may be damaged.

Important

If the battery is not fully charged before you use your notebook on battery power for the first time, the battery life may be much shorter than you expect. If the battery life seems short even after being charged for three hours, the battery may need to be recalibrated. For information on recalibrating the battery, see "Recalibrating the battery" on page 68.

To connect the AC adapter:

1. Connect the power cord to the AC adapter.

2 Connect the AC adapter to your notebook's power connector.

3 Plug the power cord into a wall outlet. The battery charge indicator turns on (see "Front" on page 6 for the location of the battery charge indicator). If the battery charge indicator does not turn on, complete the following steps until it turns on:

- Unplug the adapter from your notebook, then plug it back in.
- Press **FN+F1** to toggle the status lights on and off.
- Make sure the power cord is firmly attached to the AC adapter.
- Plug the power cord into a different wall outlet.

4 When you finish using your notebook for the first time, turn off your notebook and leave your notebook connected to AC power until the battery charge indicator turns blue.

Important

If the battery charge indicator does not turn blue after three hours, contact Gateway Customer Care at the location shown on the Customer Care label. For more information, see "Gateway contact information" on page 2.

■

Protecting from power source problems

During a power surge, the voltage level of electricity coming into your notebook can increase to levels far above normal levels and cause data loss or system damage. Protect your

notebook and peripheral devices by connecting them to a *surge protector*, which absorbs voltage surges and prevents them from reaching your notebook.

Warning
High voltages can enter your notebook through both the power cord and the modem connection. To protect your notebook and avoid electrical shock, use a surge protector. If you have a telephone modem, use a surge protector that has a modem jack. If you have a cable modem, use a surge protector that has an antenna/cable TV jack. During an electrical storm, unplug both the surge protector and the modem.

Connecting to a broadband modem or network

Your notebook has a network jack that you can use to connect to a cable or DSL modem or to a wired Ethernet network.

▶ **To connect to a cable or DSL modem or to a wired Ethernet network:**

1. Insert one end of the network cable into the network jack on your notebook.

Tip
When using a cable with a sleeve over the plug, pull the sleeve back to make sure that the plug locks into the jack.

2. Insert the other end of the network cable into a cable modem, DSL modem, or Ethernet network jack.

■

Connecting the optional dial-up modem

Your notebook may have a built-in 56K modem that you can use to connect to a standard telephone line.

Warning
To reduce the risk of fire, use only No. 26 AWG or larger (for example, No. 24 AWG) UL-listed or CSA-certified telecommunication line cord for your dialup modem connection.

▶ **To connect the optional modem:**

1. Insert one end of the modem cable into the modem jack on your notebook.

2. Insert the other end of the modem cable into a telephone wall jack.

Important
The modem will not work with digital or PBX telephone lines.

■

Starting your notebook

Warning
Do not work with the notebook resting on your lap. If the air vents are blocked, the notebook may become hot enough to harm your skin.

Caution
Provide adequate space around your notebook so air vents are not obstructed. Do not use the notebook on a bed, sofa, rug, or other similar surface.

To start your notebook:

1. Lift the LCD panel.
2. Press the power button located above the keyboard.

Tip
For more information about changing the power button mode, see "Changing advanced settings" on page 74.

3. If you are starting your notebook for the first time, follow the on-screen instructions to select the language and time zone and to create your first user account.
4. Attach and turn on any peripheral devices, such as printers, scanners, and speakers.

Tip
For more information about connecting peripheral devices, see "Installing a printer or other peripheral device" on page 58.

Tip
See the documentation that came with each device for its setup instructions.

5. To open the main menu, click (**Start**). From that menu, you can run programs and search for files. For more information on using Windows, see "Using Windows" and "Customizing Windows" in your online *User Guide*.

■

Waking up your notebook

When you have not used your notebook for several minutes or if you close the LCD panel without turning off your notebook, it may enter a power-saving mode called *Sleep*. While in Sleep mode, the power indicator flashes. If your notebook is in Sleep mode, press the power button to “wake” it up.

Tip

For more information about Sleep mode, see “Changing power modes” on page 71.

Turning off your notebook

Putting your notebook into Sleep mode is the easiest way to power down your notebook. Although it does not turn your notebook completely off, it turns off or slows down most system operations to save power. Sleep mode saves your desktop layout so the next time you restore power, the programs are laid out just as you left them. Waking your notebook from a Sleep state is much faster than turning on your notebook after it has been turned completely off.

Hibernate mode is an alternative to Sleep mode. In Hibernate mode, your notebook is turned completely off. When you wake your notebook from Hibernate mode, however, the programs that were running when your notebook entered Hibernate mode are running just as you left them.

▶ **To put your notebook to sleep:**

- Click (**Start**), then click (power). The notebook saves your session and partially shuts down to save power.

  -OR-

  Press **FN**+**F3**.

■

Tip

You can change the Sleep mode from the standard Sleep mode (default) to Hybrid Sleep. For more information about Sleep mode, see “Changing power modes” on page 71.

▶ **To put your notebook into hibernation:**

- Click (**Start**), click the arrow next to the lock icon, then click **Hibernate**. The notebook saves your session and shuts down to save power.

■

▶ **To turn off your notebook:**

- Click ⊛ (**Start**), click the arrow next to the lock icon, then click **Shut Down**. The notebook turns off.

Important
If for some reason you cannot use the Shut Down option in Windows to turn off your notebook, press and hold the power button for about five seconds, then release it.

■

Restarting (rebooting) your notebook

If your notebook does not respond to keyboard, touchpad, or mouse input, you may have to close programs that are not responding. If closing unresponsive programs does not restore your notebook to normal operation, you may have to restart (reboot) your notebook.

▶ **To close unresponsive programs on your notebook:**

1. Press **CTRL+ALT+DEL**.
2. Click **Start Task Manager**. The *Windows Task Manager* dialog box opens.
3. Click the program that is not responding.
4. Click **End Task**.
5. Click **X** in the top-right corner of the *Windows Task Manager* dialog box.

■

▶ **To restart your notebook:**

- Click ⊛ (**Start**), click the arrow next to the lock icon, then click **Restart**. The notebook turns off, then turns on again.

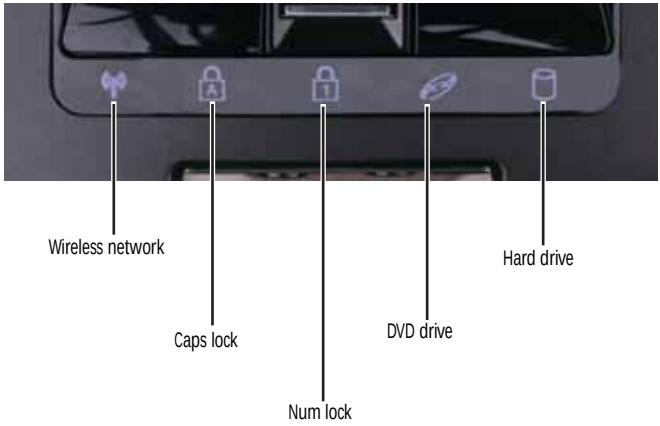
■

Important
If your notebook does not turn off immediately, complete the following steps until the notebook turns off:
1. Press and hold the power button for about five seconds, then release it.
2. Unplug the power cord and remove the battery for more than 10 seconds.

Using the status indicators

Important
If none of the indicators are on, you may need to press **Fn+F1** to toggle the status indicators on.

Status indicators inform you when a drive is being used or when a button has been pressed that affects how the keyboard is used. The status indicators are located below the touchpad.



Indicator	Icon	Description
Wireless network		▪ LED on - Optional wireless IEEE 802.11 radio is turned on. ▪ LED off - Optional wireless IEEE 802.11 radio is turned off.
Caps lock		▪ LED on - Caps lock is turned on. ▪ LED off - Caps lock is turned off.
Num lock		▪ LED on - Numeric keypad is turned on. ▪ LED off - Numeric keypad is turned off.
DVD drive		▪ LED on - Drive is in use. ▪ LED off - Drive is not in use.
Hard drive		▪ LED blinking - Hard drive is being accessed. ▪ LED off - Hard drive is not being accessed.

Using the keyboard

Your notebook features a full-size keyboard that functions the same as a desktop computer keyboard. Many of the keys have been assigned alternate functions, including shortcut keys for Windows, function keys for specific system operations, and the Num Lock keys for the numeric keypad.

Tip
You can attach an external keyboard to the notebook using a USB port. You do not need to shut down the notebook to connect a USB keyboard.

Key types

The keyboard has several different types of keys. Some keys perform specific actions when pressed alone and other actions when pressed in combination with another key.

Key type	Icon	Description
Numeric keypad		Use these keys to type numbers when the numeric keypad is turned on. Press **FN+** to turn on the numeric keypad.
Function keys		Press these keys labeled **F1** to **F12** to perform actions in programs. For example, pressing **F1** may open help. Each program uses different function keys for different purposes. See the program documentation to find out more about the function key actions.
System keys		Press these colored keys in combination with the **FN** key to perform specific actions. For more information, see "System key combinations" on page 28.
Navigation keys		Press these keys to move the cursor to the beginning of a line, to the end of a line, up the page, down the page, to the beginning of a document, or to the end of a document.
FN key		Press the **FN** key in combination with a colored system key to perform a specific action.
Windows key		Press this key to open the Windows **Start** menu. This key can also be used in combination with other keys to open utilities like **F** (Search utility), **R** (Run utility), and **E** (Computer window).
Application key		Press this key for quick access to shortcut menus and help assistants in Windows.
Arrow keys		Press these keys to move the cursor up, down, right, or left.

System key combinations

When you press the **FN** key and a system key at the same time, your notebook performs the action identified by the text or icon on the key.

Press and hold FN, then press this system key...	To...
	Toggle the status indicators on or off. For more information, see "Using the status indicators" on page 25.
	Turn the optional IEEE 802.11 wireless network radio on or off. For more information, see "Wireless Ethernet Networking" in your online *User Guide*. Warning: Radio frequency wireless communication can interfere with equipment on commercial aircraft. Current aviation regulations require wireless devices to be turned off while traveling in an airplane. IEEE 802.11 communication devices are examples of devices that provide wireless communication. Important: The wireless network switch must be in the ON position for this button to work. For more information, see "Left" on page 7.
	Enter Sleep mode or Hybrid Sleep mode. Press the power button to leave Sleep mode. For more information, see "Changing notebook power settings" on page 72.
	Toggle the notebook display in the following order: ▪ The LCD ▪ An external monitor or projector (a monitor or projector must be plugged into the monitor port or HDMI port on your notebook) ▪ Both displays at the same time For more information, see "Viewing the display on a projector, monitor, or television" on page 59.

Press and hold Fn, then press this system key...	To...
	Turn the optional Bluetooth radio on or off. Warning: Radio frequency wireless communication can interfere with equipment on commercial aircraft. Current aviation regulations require wireless devices to be turned off while traveling in an airplane. Bluetooth communication devices are examples of devices that provide wireless communication. Important: The wireless network switch must be in the ON position for this button to work. For more information, see "Left" on page 7.
	Increase the LCD panel brightness above the normal brightest setting. Use this feature in bright lighting situations, such as outside in bright sunlight. Press a second time to decrease the brightness below the normal lowest brightness setting. Use this feature in dim lighting situations. Press a third time to return the display to the normal brightness setting. Important: Using this feature will affect battery performance.
	Play or pause the CD or DVD.
	Stop playing the CD or DVD.
	Skip back one CD track or DVD chapter.
	Skip ahead one CD track or DVD chapter.

Press and hold FN, then press this system key...	To...
	Increase the brightness of the display.
	Decrease the brightness of the display.
	Increase volume. For more information, see “Adjusting the volume” on page 45.
	Decrease volume. For more information, see “Adjusting the volume” on page 45.
	Mute the sound. Press the key combination again to restore the sound. For more information, see “Adjusting the volume” on page 45.

Using the optional fingerprint reader

Your notebook may include a fingerprint reader that provides enhanced security and convenience. The fingerprint reader is located between the left and right touchpad buttons.

Features include:

- Secure logon to Windows and fast user switching between user accounts
- Password bank feature which records and replays passwords used in Windows and Web-based applications
- Launch an application based on which finger you swipe
- A *safe* or folder for storing encrypted files that only a user with a matching fingerprint can access
- Boot level security that requires a fingerprint authentication before the system will boot to Windows
- Scrolling so you can use the fingerprint reader in place of the touchpad

Running the TouchStrip Tutorial

Before using the fingerprint reader the first time, you should run the TouchStrip Tutorial which teaches you the correct method to use the fingerprint reader.

▶ **To run the TouchStrip Tutorial:**

1. Click (**Start**), **All Programs**, **Protector Suite QL**, then click **Fingerprint Tutorial**.
2. Click **Next** to proceed through the tutorial.

■

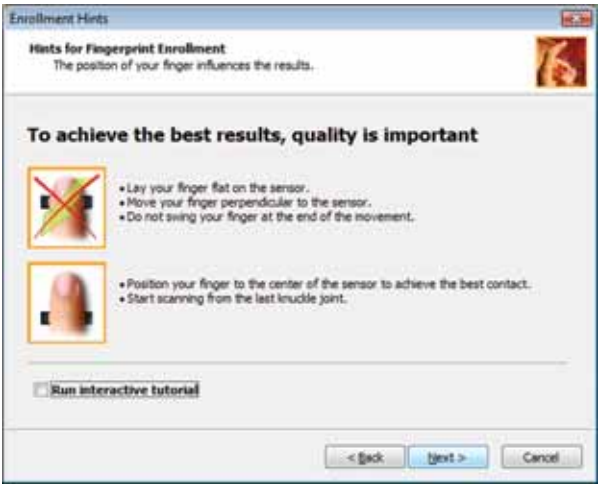
Enrolling your fingerprints

Before you can use the features of the fingerprint reader, you must enroll your fingerprints so your notebook can identify you.

▶ **To enroll your fingerprints:**

1. Click ⊞ (**Start**), **All Programs**, **Protector Suite QL**, then click **User Enrollment**. The *Welcome* screen opens.
2. Click **Next**. The *Finish* screen opens.
3. Select one of the following options, then click **Next**.
   - **Enrollment to the biometric device**—Select this option to save your fingerprint to memory in the fingerprint reader. Use this option to prevent unauthorized use of your notebook even if the hard drive has been removed.
   - **Enrollment to the hard disk**—Select this option to save your fingerprint to the hard drive. If you plan to enroll more than 21 fingerprints, you must select this option.

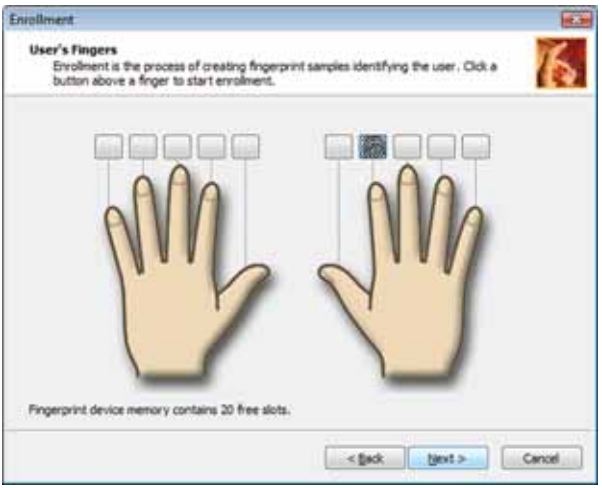
   The *User Enrollment* wizard opens.


Enrollment Hints
Hints for Fingerprint Enrollment
The position of your finger influences the results.
To achieve the best results, quality is important
• Lay your finger flat on the sensor.
• Move your finger perpendicular to the sensor.
• Do not swing your finger at the end of the movement.
• Position your finger to the center of the sensor to achieve the best contact.
• Start scanning from the last knuckle joint.
Run interactive tutorial
< Back
Next >
Cancel

4 If you want to run the TouchStrip Tutorial, leave the **Run interactive tutorial** check box selected, then click **Next**. The T*ouchStrip Tutorial* runs. After you have completed the tutorial, the *Enrollment* screen appears.

-OR-

If you do not want to run the *TouchStrip Tutorial*, click to uncheck the **Run interactive tutorial** check box, then click **Next**. The *Enrollment* screen appears.


Enrollment
User's Fingers
Enrollment is the process of creating fingerprint samples identifying the user. Click a button above a finger to start enrollment.
Fingerprint device memory contains 20 free slots.
< Back
Next >
Cancel

5 Click the button above the finger you are enrolling. A new box appears with three empty circles in it.

6 Swipe your finger. A sample will be created and is indicated by a fingerprint icon in one of the circles.

7 Repeat 6 two more times, then click **Next**. The *Advanced Security* screen appears.

Advanced Security
Advanced Security
Configure the security level of this passport.
Enable Advanced Security for the current user
Data will be encrypted by an additional secure key which may be obtained from a hardware security device.
Advanced Security type:
Hardware-based security. User secret data will be protected by a secure key stored inside fingerprint reader and released only on successful fingerprint match. Data are encrypted using the key stored in fingerprint device.
Enable backup password which will be used in case of not working security device.
Backup password:
Retype password:
< Back
Next >
Cancel

8 Type a password in the **Backup password** box, type the same password in the **Retype password** box, then click **Next**.

9 Click **Finish**.

■

Using the Fingerprint Control Center

The Fingerprint Control Center lets the administrator of the notebook control how the fingerprint reader is used. You can:

- Add new fingerprints to the database
- Edit or delete fingerprints from the database
- Modify how fingerprints are used for logging onto the notebook
- Modify how the fingerprint reader is used for scrolling

▶ **To use the Fingerprint Control Center:**

1. Click (**Start**), **All Programs**, **Protector Suite QL**, then click **Control Center**. The *Fingerprint Control Center* opens.

2. If you are logged into the notebook with administrator privileges, click **Elevate administrative privileges for user** so you can make changes to the settings.
3. Click the yellow arrow in front of an option, then click the option or setting you want to change.

■

Using the password bank

The password bank stores registrations to your favorite secure Web sites so that you can access them without having to re-enter your username and password each time you want to log into the site.

Tip
The password bank also works with many computer programs that require entering a username and password.

▶ **To create a registration for a Web site:**

1. Go to the Web site using your Internet browser.
2. Log in using your username and password.

3 Swipe your already enrolled finger over the sensor. The fingerprint reader menu opens.

4 Click **Register**.

5 Click on the dialog box or Web site sign in box.

■

▶ **To log on to a registered Web site:**

1 Swipe your already enrolled finger over the sensor. The fingerprint reader menu opens.

2 Click **Registered Sites**, then click the Web site you want to log onto.

3 Your Internet browser opens and automatically logs you onto the Web site.

■

Using the fingerprint reader features

For more information about the fingerprint reader and how to use its features, click ⓐ (**Start**), **All Programs**, **Protector Suite QL**, then click **Help**.

Using the EZ Pad touchpad

The EZ Pad™ consists of a touchpad, two buttons, and a scroll zone.

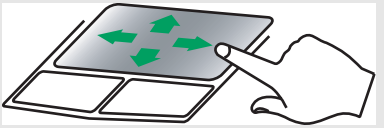
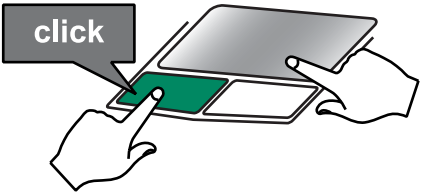
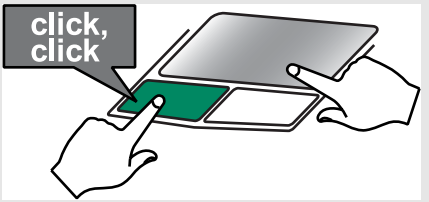
When you move your finger on the touchpad, the *pointer* (arrow) on the screen moves in the same direction. You can use the scroll zone to scroll through documents. Use of the scroll zone may vary from program to program.

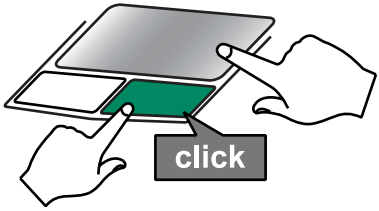
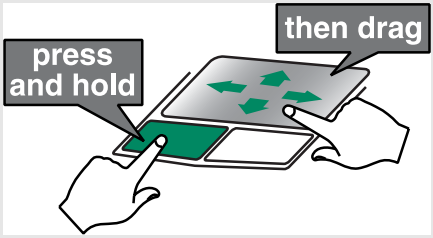
You can use the EZ-Pad *left* and *right buttons* below the touchpad to select objects.

Tip
You can attach a mouse to the notebook using a USB port. You do not need to shut down the notebook to connect a USB mouse.

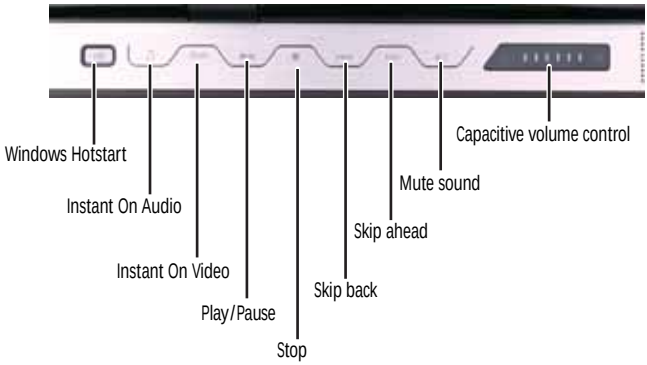
Tip
For instructions on how to adjust the double-click speed, pointer speed, right-hand or left-hand configuration, and other touchpad settings, see "Changing the mouse, touchpad, or pointing device settings" in your online *User Guide*.

Tip
You may have received your notebook with the EZ Pad touchpad set to only accept clicking by using the touchpad buttons. You can change this feature to allow tapping on the touchpad to simulate clicking the left button. For more information, see "Changing the mouse, touchpad, or pointing device settings" in your online *User Guide*.

To...	Do this...	
Move the pointer on the screen.		Move your finger around on the touchpad. If you run out of space and need to move the pointer farther, lift your finger, move it to the middle of the touchpad, then continue moving your finger.
Select an object on the screen.		Position the pointer over the object. Quickly press and release the left button once. This action is called *clicking*.
Start a program or open a file or folder.		Position the pointer over the object. Press the left button twice in rapid succession. This action is called *double-clicking*.

To...	Do this...	
Access a shortcut menu or find more information about an object on the screen.		Position the pointer over the object. Quickly press and release the right button once. This action is called *right-clicking*.
Move an object on the screen.		Position the pointer over the object. Press the left button and hold it down, then use the touchpad to move (drag) the object to the appropriate part of the screen. Release the button to drop the object where you want it.

Using the optional multimedia panel



Button	Description
⇌	Windows Hotstart—Turns on the notebook (if turned off) and open Media Center (Windows Vista Home Premium or Windows Vista Ultimate) or Windows Media Player (Windows Vista Home Basic). **Important:** You can use this button if the notebook is turned on, turned off, or in Sleep or Hibernate mode. **Important:** You cannot use this button if you are logged on as a guest.
♫	Instant on Audio—Opens Media Center (Windows Vista Home Premium or Windows Vista Ultimate) or Windows Media Player (Windows Vista Home Basic).
DVD	Instant on Video—Opens Media Center (Windows Vista Home Premium or Windows Vista Ultimate) or the DVD player program (Windows Vista Home Basic).
►II	Play or pause the CD or DVD.
■	Stop playing the CD or DVD.
I◄◄	Skip back one CD track or DVD chapter.
►►I	Skip ahead one CD track or DVD chapter.

Button	Description
	Mute the sound. Press again to restore the sound. For more information, see "Adjusting the volume" on page 45.
	Capacitive volume control—Swipe your finger on the volume sensor strip to change the volume. To increase volume, move from the **–** towards the **+**. To decrease volume, move from the **+** towards the **–**. Tip: ▪ You can start swiping at any point on the strip. ▪ The duration of the swipe determines the amount of the change. ▪ At the end of this swipe, if you keep your finger on the strip, the volume control continues to change in the same direction. ▪ Tapping on the strip does not change the volume.

Using the optional webcam

You can use the optional webcam with many of the available Internet chat programs to add video and audio to your chat session. In addition, by using the software included with the webcam, you can take pictures or create video clips.

To use the webcam:

1. Click (**Start**), **All Programs, Camera Assistant Software**, then click **Camera Assistant Software**. The Camera Assistant Toolbar opens.

   -OR-

   Right-click (Camera assistant software) on the taskbar, then click **Show Toolbar**. The Camera Assistant Toolbar opens.

Button	Icon	Description
Start camera		Turns on the camera and opens the preview screen.
Effects		Adds a decoration or border to your picture.
Properties		Modifies properties such as zoom, backlight compensation, brightness, and contrast.
Settings		Selects the position of the toolbar or modifies the picture, video, or audio settings.
Help		Opens online help.

Important

If you do not see the toolbar, the Auto Hide setting may be turned on. Move your pointer around the outside of the screen until the toolbar appears.

2 Click (Start camera). The Camera Assistant opens.

3 Click one of the following:

Button	Icon	Description
Snapshot		Take a picture of what is currently in the preview screen.
Video recording		Create a video recording.
Audio recording		Create an audio recording.
Functions		Change a setting or access online help.
Resolution		Change the size of the picture.
Mute		Turn audio capture on or off.
Effects		Add a decoration or border to your picture.

Tip
For more information about using the webcam, click ? in the Camera Assistant Toolbar or click (Functions), then click **Help** in the Camera Assistant.

Tip
For more information about using the webcam while using an Internet chat service, see the help for that service.

Adjusting the brightness

To adjust screen brightness:

- Use the increase brightness and decrease brightness keys on the keyboard. For more information, see "System key combinations" on page 28.

  -OR-

  Click (**Start**), **All Programs**, **Accessories,** then click **Windows Mobility Center**. The *Windows Mobility Center* window opens. Slide the **Brightness** control to the desired screen brightness.

Tip
For more information about the Windows Mobility Center, see "Using the Windows Mobility Center" in your online *User Guide*.

■

Adjusting the volume

You can use the volume control to adjust the overall volume of your notebook.

To adjust the overall volume level using hardware controls:

- If you are using external speakers, turn the knob on the front of the speakers.

  -OR-

  Use the mute and volume control buttons on the keyboard. For more information, see "System key combinations" on page 28.

  -OR-

  Use the mute button and capacitive volume control on the optional multimedia panel. For more information, see "Using the optional multimedia panel" on page 40.

  -OR-

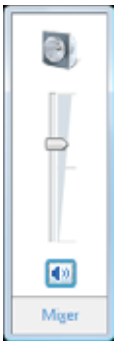
  Click (**Start**), **All Programs**, **Accessories,** then click **Windows Mobility Center**. The *Windows Mobility Center* window opens. Slide the **Volume** control to the desired volume level.

  Tip
  For more information about the Windows Mobility Center, see "Using the Windows Mobility Center" in your online *User Guide*.

  ■

To adjust the volume from Windows:

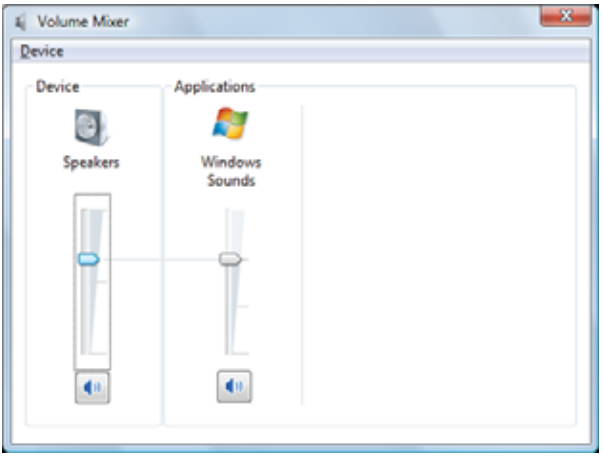
1. Click (**Volume**) on the taskbar. The volume control slider opens.



2. Click and drag the slider up to increase volume and down to decrease volume.

3 To mute the volume, click (**Mute**). To restore volume, click it again.

4 To adjust device volume levels, click **Mixer**. The *Volume Mixer* dialog box opens, where you can click and drag sliders for individual devices.



Tip
Adjust the Windows Sounds slider to change system sounds volume independently of general volume (such as the volume used for music and game sounds).

5 Click **X** in the top-right corner of the window to close it. ■

Turning your wireless radio on or off

Your Gateway notebook may have a factory-installed wireless radio.

Warning

Radio frequency wireless communication can interfere with equipment on commercial aircraft. Current aviation regulations require wireless devices to be turned off while traveling in an airplane. IEEE 802.11 and Bluetooth communication devices are examples of devices that provide wireless communication.

Warning

In environments where the risk of interference to other devices or services is harmful or perceived as harmful, the option to use a wireless device may be restricted or eliminated. Airports, hospitals, and oxygen or flammable gas laden atmospheres are limited examples where use of wireless devices may be restricted or eliminated. When in environments where you are uncertain of the sanction to use wireless devices, ask the applicable authority for authorization prior to using or turning on the wireless device.

IEEE 802.11 wireless network radio

Your notebook has an IEEE 802.11 radio for accessing the Internet through a wireless access point or communicating with other computers on a wireless Ethernet network.

To turn the wireless IEEE 802.11 radio on:

1. Enable the wireless IEEE 802.11 radio by sliding the wireless network switch backward to the ON position. For the location of the wireless network switch, see "Left" on page 7.

2 If the wireless IEEE 802.11 radio does not turn on automatically, press **Fn + F2**. The wireless status indicator turns on. For the location of the wireless status indicator, see "Using the status indicators" on page 25.

-OR-

Click (**Start**), **All Programs**, **Accessories,** then click **Windows Mobility Center**. When the *Windows Mobility Center* window opens, click **Turn wireless on**.

■

▶ **To turn the wireless IEEE 802.11 radio off:**

- Press **Fn + F2**. The wireless status indicator turns off. For the location of the wireless status indicator, see "Using the status indicators" on page 25.

-OR-

Click (**Start**), **All Programs**, **Accessories,** then click **Windows Mobility Center**. When the *Windows Mobility Center* window opens, click **Turn wireless off**.

■

Tip
For more information about using your notebook on a wireless network, see "Wireless Ethernet Networking" in your online *User Guide*

Disabling the wireless IEEE 802.11 radio

You should disable the wireless IEEE 802.11 radio while traveling by airplane to prevent it from being accidently turned on while in flight.

▶ **To disable the wireless IEEE 802.11 radio:**

- Slide the wireless network switch forward to the OFF position to disable both IEEE 802.11 and Bluetooth. For the location of the wireless network switch, see "Left" on page 7.

■

Bluetooth radio

Your notebook may have a Bluetooth radio for communicating with another Bluetooth device, such as a printer, scanner, camera, MP3 player, headphone, keyboard, or mouse.

To turn the Bluetooth radio on:

1. Enable the Bluetooth radio by sliding the wireless network switch backward to the ON position. For the location of the wireless network switch, see "Left" on page 7.

2. If the Bluetooth radio does not turn on automatically, press **FN + F6**.

■

To turn the Bluetooth radio off:

- Press **FN + F6**.

■

Tip

For more information about using your notebook on a Bluetooth Personal Area Network, see "Bluetooth Networking" in your online *User Guide*

Help

For more information about Bluetooth, click **Start**, then click **Help and Support**. Type the keyword **Bluetooth** in the **Search Help** box, then press **ENTER**.

Disabling the Bluetooth radio

You should disable the Bluetooth radio while traveling by airplane to prevent it from being accidently turned on while in flight.

▶ **To disable the Bluetooth radio:**

- Slide the wireless network switch forward to the OFF position to disable both IEEE 802.11 and Bluetooth. For the location of the wireless network switch, see "Left" on page 7.

■

CHAPTER 4

Using Drives and Accessories

- Using the DVD drive
- Using the memory card reader
- Adding and removing an Express Card
- Installing a printer or other peripheral device
- Viewing the display on a projector, monitor, or television
- Ordering accessories

Using the DVD drive

You can use your notebook to enjoy a wide variety of multimedia features.

Identifying drive types

Your Gateway notebook may contain one of the following drive types. Look on the front of the drive for one or more of the following logos:

If your drive has this logo...	This is your drive type...	Use your drive for...
DVD ROM	**DVD drive**	Installing programs, playing audio CDs, playing DVDs, and accessing data. You cannot use this drive to create CDs or DVDs.
COMPACT disc ReWritable High Speed, DVD ROM	**Combination DVD/CD-RW drive**	Installing programs, playing audio CDs, playing DVDs, accessing data, and recording music and data to recordable CDs. You cannot use this drive to create DVDs.
COMPACT disc ReWritable High Speed, DVD ROM/R/RW	**Multi-format double layer DVD±RW drive**	Installing programs, playing audio CDs, playing DVDs, accessing data, recording music and data to CD-R or CD-RW discs, and recording video and data to DVD-R, DVD+R, DVD-RW, DVD+RW, or double layer DVD+R or DVD-R discs. Note: To use the double layer capability of the double layer recordable DVD drive, the blank DVDs you purchase must state Double Layer, Dual Layer, or DL. Using other types of blank media will result in less capacity.
HD DVD	**HD DVD drive**	Installing programs, playing audio CDs, playing DVDs and HD-DVDs, accessing data, and recording video and data to CDs, DVD-RAM, DVD-R, DVD-RW, and HD-DVD discs.

Using a DVD drive

Important

Prerecorded DVD discs and DVD drives contain regional codes that help control DVD title exports and help reduce illegal disc distribution. To be able to play a prerecorded DVD, the disc's regional code and your DVD drive's regional code must match.

The regional code on your DVD drive is determined by your notebook's delivery address. The regional code for the United States and Canada is 1. The regional code for Mexico is 4. Your DVD drive's regional code must match the regional code of the disc. The regional code for the disc is on the disc, disc documentation, or packaging.

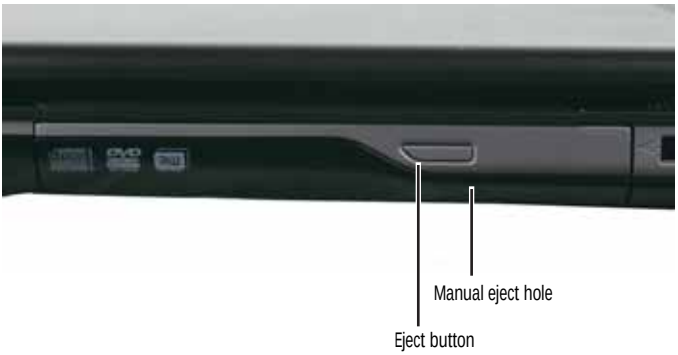
Important

When you place a single-sided disc in the tray or slot, make sure that the label side is facing up. If the disc has two playable sides, place the disc so the name of the side you want to play is facing up.

Tip

For information about cleaning a CD or DVD, see "Cleaning CDs or DVDs" on page 87.

Using a tray-load DVD drive



To insert a CD or DVD:

1. Press the eject button on the DVD drive. After the tray opens slightly, pull the disc tray completely open.
2. Place the disc in the tray with the label facing up, then press down carefully on the disc until it snaps into place.
3. Push the tray in until it is closed.

■

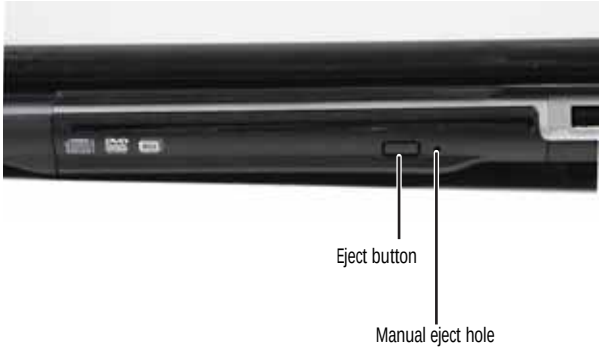
▶ **To remove a CD or DVD:**

1. Press the eject button on the DVD drive. After the tray opens slightly, pull the disc tray completely open.
2. Carefully lift on the edges of the disc until it snaps off of the spindle.
3. Push the tray in until it is closed.

■

Tip
Your notebook must be turned on to remove CDs and DVDs using this method. If you do not want to turn on your notebook, manually eject the disc by inserting an opened paper clip into the manual eject hole.

Using a slot-load DVD drive



▶ **To insert a CD or DVD:**

1. Place the disc in the slot with the label facing up.

2. Gently push the disc into the notebook until the mechanism draws it in.

■

▶ **To remove a CD or DVD:**

- Press the eject button on the DVD drive. The drive mechanism pushes the CD or DVD out of the notebook.

■

Tip

Your notebook must be turned on to remove CDs and DVDs using this method. If you do not want to turn on your notebook, manually eject the disc by inserting an opened paper clip into the manual eject hole.

Using the memory card reader

You can use memory cards to transfer pictures from a digital camera to your notebook. You can also use the memory card reader to transfer data between your notebook and a device that uses memory cards, such as a PDA, MP3 player, or cellular telephone.

Memory card types

The memory card reader supports Memory Stick®, Memory Stick Pro®, MultiMediaCard™, Secure Digital™, Mini Secure Digital™, RS-MultiMediaCard™, and xD-Picture Card™.

Important

RS-Multimedia Card and Mini Secure Digital cards require the use of an adapter that is available with the media.

Inserting a memory card

▶ **To insert a memory card:**

- Insert the memory card into the memory card slot with the label facing up and the arrow on the label pointing towards the notebook.

■

Using a memory card

▶ **To access a file on a memory card:**

1. Click (**Start**), then click **Computer**.
2. Double-click the drive letter (for example, the E: drive), then double-click the file name.

■

Removing a memory card

Important
Do not use the remove hardware icon in the taskbar to remove the memory card. If you use the remove hardware icon, your notebook may not recognize your memory card reader until you restart your notebook.

▶ **To remove a memory card:**

1. Push the memory card into the notebook. The memory card pops out slightly.
2. Pull the memory card out of the notebook.

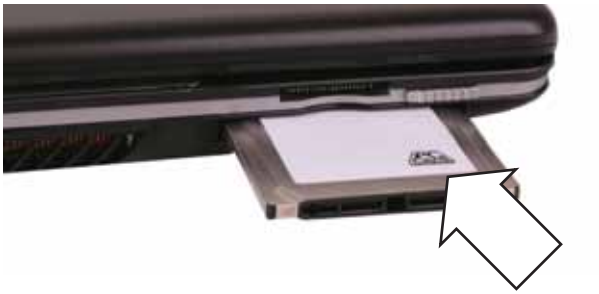
■

Adding and removing an Express Card

Your notebook has an Express Card slot. This slot accepts one Type 54 Express Card. You do not need to restart your notebook when changing most cards because your notebook supports *hot-swapping*. Hot-swapping means that you can insert an Express Card while your notebook is running. If your Express Card does not work after hot-swapping, see the Express Card manufacturer's documentation for further information.

To insert an Express Card:

- Push the card firmly into the Express Card slot, label-side up, until the outer edge of the card is flush with the side of your notebook.



■

To remove an Express Card:

1. Turn off your notebook, then go to 5.

   -OR-

   Double-click the remove hardware icon in the taskbar. The *Safely Remove Hardware* dialog box opens.

   Important
   If the remove hardware icon does not appear on the taskbar, click the show hidden icons button.

2. Click the Express Card name, then click **Stop**. The *Stop a Hardware device* dialog box opens.
3. Click the Express Card name, then click **OK**. The *Safe to Remove Hardware* dialog box opens.
4. Click **OK**.
5. Pull the Express Card out of your notebook.

■

Installing a printer or other peripheral device

Your notebook has one or more of the following ports: Universal Serial Bus (USB) and HDMI (digital audio/video). You use these ports to connect peripheral devices such as printers, scanners, and digital cameras to your notebook.

Important
Before you install a printer, scanner, or other peripheral device, see the device documentation and installation instructions.

USB ports support *plug-and-play* and *hot swapping*, which means that your notebook will usually recognize such a device whenever you plug it into the appropriate port. When you use a USB device for the first time, your notebook will prompt you to install any software the device needs. After doing this, you can disconnect and reconnect the device at any time.

Help
For more information about installing peripheral devices, click **Start**, then click **Help and Support.** Type the keyword **installing devices** in the **Search Help** box, then press **ENTER**.

Connecting a USB device

Your notebook has USB ports for connecting devices such as a diskette drive, flash drive, printer, scanner, camera, keyboard, or mouse.

Important
USB devices may have special installation instructions. See your USB device's installation guide.

Important
For more information about using the USB port on your device, see your device's documentation.

To connect your USB device to your notebook:

1. Connect one end of the USB cable to your device.
2. Connect the other end of the cable to a USB port on your notebook.

Viewing the display on a projector, monitor, or television

You can use your notebook for giving presentations by connecting an external monitor, projector, or television to your monitor (VGA) or optional HDMI port. Your notebook supports simultaneous LCD and external display. Simultaneous display lets you control a presentation from your notebook at the same time as you face your audience.

To use a projector, monitor, or television:

1. Turn off your notebook.
2. If you are using the VGA port, connect one end of the VGA cable to the monitor, projector, or television.

   -OR-

   If you are using the HDMI port, connect one end of the HDMI cable to the monitor, projector, or television.

3 Plug the other end of the VGA cable into the monitor port on your notebook.

-OR-

Plug the other end of the HDMI cable into the optional HDMI port on your notebook.

4 Turn on your notebook.

5 Plug the projector's, monitor's, or television's power cord into an AC power source and turn it on.

Windows recognizes the new hardware and the *New Display Detected* dialog box opens.

6 Select the options for the projector, monitor, or television, then click **OK**.

7 Press **FN+F4** to switch between viewing the display on the LCD panel, viewing the display on the projector, monitor, or television, and viewing the display on both the LCD panel and the projector, monitor, or television.

Important
If a monitor, projector, or television is connected and you close the LCD panel, your notebook may turn off the LCD panel, but will not enter Sleep mode.

■

Adjusting the display properties

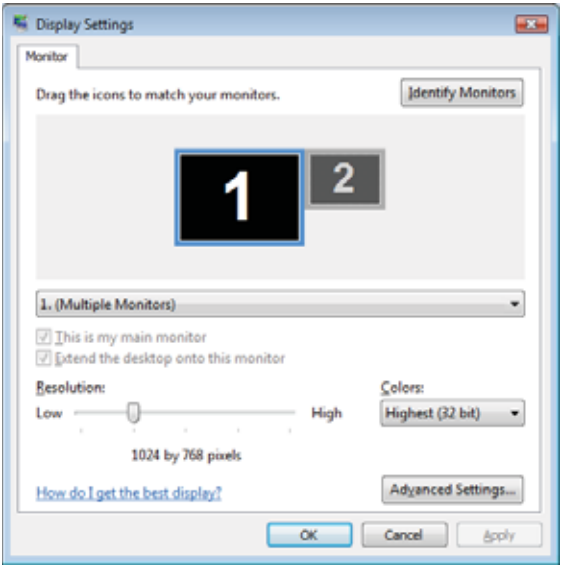
If the image on the projector, monitor, or television does not appear correctly, or if you want to use the display as an extension of your notebook desktop, you should adjust the display properties.

▶ **To adjust the display properties on a projector, monitor, or television:**

1 Click (**Start**), **All Programs**, **Accessories,** then click **Windows Mobility Center**. The *Windows Mobility Center* window opens.

Tip
For more information about the Windows Mobility Center, see "Using the Windows Mobility Center" in your online *User Guide*.

2 Click (**Change display settings**). The *Display Settings* dialog box opens.



3 Click monitor 2.

4 Adjust properties such as **Resolution** or **Colors** if necessary.

5 To use the monitor, projector, or television as a "mirror" (duplicate) of the notebook display (both displays have the same content), click to deselect the check box for **Extend my Windows desktop onto this monitor**.

6 To use the monitor, projector, or television as an extension of your desktop (increasing the size of your Windows desktop), click to select the check box for **Extend my Windows desktop onto this monitor**. You can click and drag the "2" monitor icon to position it the same way the physical monitor is arranged on your desk.

7 Click **OK**.

■

Using the projector or monitor for a presentation

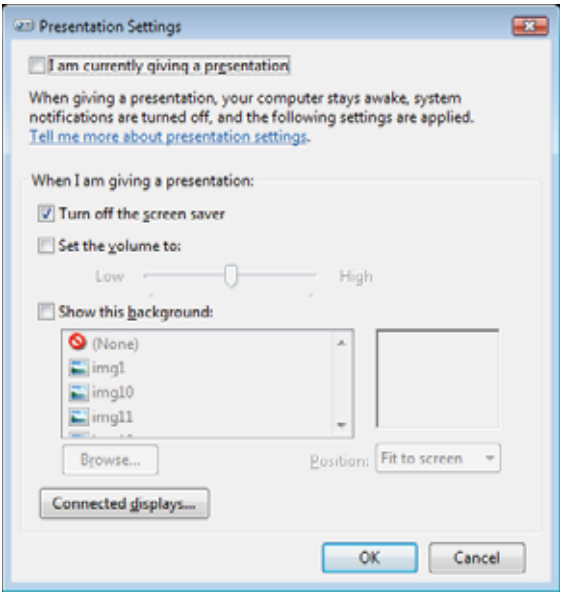
You can configure your notebook so the settings are correct each time you give a presentation.

▶ **To use a projector, monitor, or television for a presentation:**

1 Click (**Start**), **All Programs**, **Accessories,** then click **Windows Mobility Center**. The *Windows Mobility Center* window opens.

Tip
For more information about the Windows Mobility Center, see "Using the Windows Mobility Center" in your online *User Guide*.

2 Click (**Change presentation settings**). The *Presentation Settings* dialog box opens.



3 Adjust properties such as **Turn off screen saver** and **Set the volume to** if necessary.

4 Click **OK**.

5 Click **Turn on** to turn on the presentation settings. When you are finished giving the presentation, click **Turn off** to return to your standard notebook settings.

■

Ordering accessories

To order accessories, visit www.gateway.com. Accessories may not be available in all localities.

Automobile/airplane power adapters

With an automobile/airplane power adapter, you can save battery power by plugging your notebook into an automobile cigarette lighter or an airplane in-flight power receptacle.

Batteries

If you run your notebook on battery power for extended periods, you may want to buy an additional battery so you can swap batteries when necessary. See “Changing batteries” on page 67 for more information about using an additional battery.

Carrying cases

Gateway has large-capacity carrying cases if you need additional space for accessories or supplies.

Hard drives

If you want to increase your internal storage space, try replacing your existing hard drive with a larger drive. See “Replacing the hard drive kit” on page 107 for more information.

Memory

Large programs, such as multimedia games or graphics programs, use a lot of memory. If your programs are running more slowly than you think they should, try adding more memory. See “Adding or replacing memory modules” on page 103 for more information.

Printers

You can attach almost any type of printer to your notebook. The most common types are inkjet and laser printers, which print in color or black and white.

Inkjet printers and cartridges are relatively inexpensive, but they are slower than laser printers. Using an inkjet color printer, you can print pictures, banners, and greeting cards, as well as documents.

Laser printers and cartridges are more expensive, but they print much faster than inkjet printers. Laser printers are better than inkjet printers when you are printing large documents.

USB flash drive

Use a USB flash drive for storing files or transferring files to another computer.

CHAPTER 5
Managing Power

- Monitoring the battery charge
- Recharging the battery
- Recalibrating the battery
- Extending battery life
- Changing notebook power settings

Monitoring the battery charge

Your new Gateway notebook is designed to provide an exceptional balance of performance and portability. Your notebook uses the latest chipset and mobile processor technologies to manage the processor speed and power consumption for a greater battery life experience. This design provides you with maximum performance when plugged into AC power balanced with optimized battery life when on battery power.

Closely monitor the battery charge. When the battery charge gets low, change the battery or connect to AC power immediately to prevent losing any unsaved work. To monitor the battery charge:

- Move the mouse pointer over the power cord icon or battery icon in the taskbar. A message appears showing the remaining battery time and the current power plan.
- Wait for a Low Battery warning message to appear.
- Look at the battery charge status indicator.

  If your battery charge indicator displays what looks like an inaccurate charge, you may need to recalibrate the battery.

Tip
For more information about the battery charge status indicator, see "Front" on page 6.

Tip
For more information about recalibrating the battery, see "Recalibrating the battery" on page 68.

Recharging the battery

The battery recharges while it is installed and your notebook is connected to AC power. While the battery recharges, the battery charge indicator turns on.

Changing batteries

Warning

Danger of explosion if battery is incorrectly replaced.

Replace only with a battery specifically manufactured for your Gateway notebook. Discard used batteries according to local hazardous material regulations.

The batteries used in this device may present a fire or chemical burn hazard if mishandled. Do not disassemble, heat above 212°F (100°C), or incinerate. Dispose of used batteries promptly. Keep away from children.

Caution

If your notebook is connected to AC power you can change the battery while the notebook is turned on. If your notebook it is not plugged into an AC outlet, you must turn the notebook off while changing the battery.

To replace the battery:

1. If your notebook is on and is connected to AC power, go to 2.

   -OR-

   If your notebook is on and is not plugged into an AC outlet, save your work and turn off the notebook.
2. Turn your notebook over so the bottom is facing up.
3. Slide the battery lock to the unlocked position, then slide the battery release latch.

4. Slide the battery out of the notebook.

5. Slide a recharged battery into the notebook until it snaps into place.
6. Slide the battery lock to the locked position.

7 Turn your notebook over.

8 Open the LCD panel.

■

Recalibrating the battery

Important
Do not interrupt the battery recalibration process. If recalibration is interrupted, you must start the process over again.

If your notebook unexpectedly goes into Sleep mode while you are using it but the battery charge is not low, you may need to recalibrate your battery. You should also recalibrate the battery periodically to maintain the accuracy of the battery gauge.

Important
Select models have the Battery Auto Learning utility programmed into the BIOS. If your notebook does not have this utility in BIOS, use the non-BIOS procedure.

▶ **To recalibrate the battery using BIOS:**

1 Connect the AC adapter, then turn on your notebook.

2 As soon as your notebook starts and you see a startup screen, press **F2**. The BIOS Setup utility opens.

3 Open the **Advanced** menu.

4 Highlight **Battery Auto Learning**, then select **Enabled** by pressing the spacebar.

5 Open the **Exit** menu, highlight **Exit Saving Changes**, then press **ENTER**.

6 Select **Yes**, then press **ENTER**.

The battery recalibration process begins and a screen opens showing you the progress. The entire process takes several hours.

When the recalibration has finished, the message “Press [Esc] key to exit” appears.

7 Press **Esc**. The battery charge indicator now displays an accurate battery charge.

■

▶ **To recalibrate the battery without using BIOS:**

1 Connect your notebook to AC power and let the battery charge completely.

2 Disconnect the AC power and restart your notebook.

3 Completely discharge the battery.

4 After the battery is completely drained, reconnect your notebook to AC power.

5 Charge the battery completely until the battery status indicator turns blue.

■

Important

If, after completing this procedure, the battery charge indicator still does not show an accurate charge, contact Gateway Customer Care at the location shown on the Customer Care label. For more information, see "Gateway contact information" on page 2.

Extending battery life

Maximizing battery performance

To get maximum performance from your notebook battery, we recommend that you initially condition (fully charge and discharge) your new battery a few times during the first several weeks of use, to let it reach its maximum rated capacity.

Over the long term, use the battery at least once a month, even if it was kept in a cool, dry place for storage, but avoid frequent full discharges because this puts additional strain on the battery. Several partial discharges with frequent recharges are better for a lithium-ion battery than one complete discharge, and recharging a partially charged lithium-ion battery does not cause harm because there is no memory.

Conserving battery power

To conserve power while using the battery to power your notebook:

- Turn off wireless networking and Bluetooth.
- Dim the display as low as is comfortable.
- Disconnect all external devices, like USB devices.
- Remove Express Cards when you do not need them. Many Express Cards use a small amount of power while inserted, even if they are not being used.

- Select the *Power saver* power plan to get maximum power savings.

> **Tip**
> For more information about using power plans, see "Changing notebook power settings" on page 72.

- Close the LCD panel to turn off the display while you are not using your notebook. The display stays off until you open the panel again.
- Use Hibernate mode for maximum power savings while your notebook is not in use.
- Use the notebook touchpad instead of an external mouse.
- Decrease or mute speaker volume.
- Turn off all scheduled tasks.
- Turn off auto-save features in Microsoft Office and other applications.
- Copy programs from CDs or DVDs to the hard drive so you do not use battery power by running optical drives.
- Use the DVD drive only when necessary. This drive uses a large amount of power.
- Recharge the battery often, take an extra battery, and fully recharge the batteries before traveling. For more information, see "Recharging the battery" on page 66.

> **Tip**
> For more information about traveling with your notebook, see "Traveling with Your Notebook" on page 77.

Using alternate power sources

To extend battery life, use alternate power sources whenever possible.

- If traveling internationally, take electrical adapters. Save the battery for times when you cannot use a power adapter. If you plan on taking your AC power adapter, also take a single-plug surge protector.
- If you will have access to an EmPower™ in-flight power receptacle, an automobile power outlet, or an automobile cigarette lighter, use an airplane/automobile power adapter or power inverter. Save the battery for times when you cannot use a power adapter.
- To find AC power outlets in airports, look for them next to support pillars, in large areas such as boarding gates, and under banks of telephones.

Changing power modes

You can use the following power modes to lengthen the life of your notebook's battery:

- *Sleep* - while your notebook is in Sleep mode, it switches to a low power state where devices, such as the display and drives, turn off.
- *Hibernate* - (also called *save to disk*) writes all current memory (RAM) information to the hard drive, then turns your notebook completely off. The next time you turn on your notebook, it reads the memory information from the hard drive and opens the programs and documents that were open when you activated Hibernate mode.
- *Hybrid Sleep* - while your notebook is in Hybrid Sleep mode, it switches to a low power state where devices, such as the display and drives, turn off similar to Sleep mode. The notebook also writes all current memory (RAM) information to the hard drive similar to Hibernate mode. If your notebook experiences a power outage while in Hybrid Sleep mode, the notebook reads the memory information from the hard drive and opens the programs and documents that were open when you activated Hybrid Sleep mode. If the notebook does not experience a power outage while in Hybrid Sleep mode, it restarts using the information in current memory, thus reducing startup time. You must turn on Hybrid Sleep mode to use it. For more information, see "Changing advanced settings" on page 74.

Using power saving modes

Always save your work before using Sleep mode. In Sleep mode, your notebook reduces or turns off the power to most devices except memory. However, the information in memory is not saved to the hard drive. If power is interrupted, the information is lost.

When in Hibernate mode, your notebook saves all memory information to the hard drive, then turns the power completely off.

If your notebook is...	...and you want to...	...then
On	Enter Sleep or Hybrid Sleep mode	Press **FN+F3**.
On	Enter Hibernate mode	Click (**Start**), click the arrow next to the lock icon, then click **Hibernate**.
In Sleep, Hybrid Sleep, or Hibernate mode	Exit Sleep, Hybrid Sleep, or Hibernate mode	Press the power button.

Changing notebook power settings

You can change the function of your notebook's power button, Sleep system key, and power-saving timers by changing power settings on your notebook.

You can customize power settings from the Windows Mobility Center by selecting power plans and adjusting advanced power settings.

Changing the power plan

Power plans (groups of power settings) let you change power saving options such as when the display or hard drive is automatically turned off. You can select one of the defined power plans or create a custom power plan.

Three power plans are pre-defined for you:

- *Balanced* - This is the default power plan which balances performance and battery life.
- *Power saver* - This power plan sacrifices performance in order to extend battery life. Use this plan if you will be away from AC power outlets for an extended period of time. Your programs may run slower than you are accustomed to under the other two power plans.

- *High performance* - This power plan sacrifices battery life in order to gain performance. Use this plan if you need additional computing power for your program. Your battery may not last as long as you are accustomed to under the other two power plans.

To change the power plan:

1. Click (**Start**), **All Programs**, **Accessories,** then click **Windows Mobility Center**. The *Windows Mobility Center* window opens.
2. Click (**Change power settings**). The *Select a power plan* window opens.

3. Select the power plan you want to use.

   - OR -

   Click **Change plan settings**, modify the power plan you selected, then click **Save changes**.

Help

For more information about changing the power plan, click **Start**, then click **Help and Support.** Type the keyword **power plan** in the **Search Help** box, then press **ENTER**.

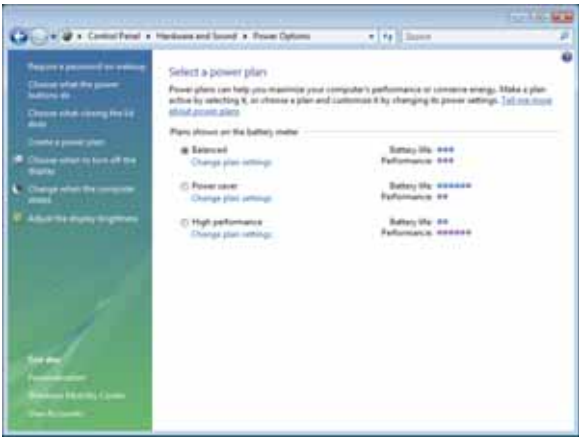
■

Changing advanced settings

Advanced power settings let you assign different power saving modes to the power button and Sleep system key. You can also select which power saving mode is activated when you close the LCD panel.

▶ **To change advanced power management settings:**

1. Click (**Start**), **All Programs**, **Accessories,** then click **Windows Mobility Center**. The *Windows Mobility Center* window opens.
2. Click (**Change power settings**). The *Select a power plan* window opens.



3. Click a setting on the left side of the screen that you want to change. The top three settings are not tied to a power plan. The bottom three settings modify the currently selected power plan.

Help
For more information about changing the power management settings, click **Start**, then click **Help and Support**. Type the keyword **power management** in the **Search Help** box, then press **ENTER**.

■

▶ **To turn on Hybrid Sleep mode:**

1. On the *Select a power plan* window, click **Change plan settings** for the plan you are using. The *Change settings for the plan* window opens.
2. Click **Change advanced power settings**. The *Power Options* dialog box opens.

3 Click the + in front of **Sleep**, then click the + in front of **Allow hybrid sleep**.

4 Change the values to **On** for **On battery** and **Plugged in**.

Help

For more information about hybrid sleep, click **Start**, then click **Help and Support**. Type the keyword **hybrid** in the **Search Help** box, then press **ENTER**.

■

CHAPTER 6

Traveling with Your Notebook

- Packing your notebook
- Traveling by air
- Dial-up modem
- Radio frequency wireless connections
- Files
- Security
- Power
- Additional tips

Packing your notebook

- Remove all discs, express cards, peripheral devices, and cables. Remember to pack those you will need while traveling.
- Pack your notebook securely into a briefcase or hand-carried luggage, and keep it separate from toiletries, liquids, and food. Do not pack it in checked luggage.
- Keep your notebook stable during travel. Secure it to prevent it from sliding around in overhead bins and car trunks.

Traveling by air

- Do not check your notebook as luggage.
- Charge the battery in case airport security asks you to start your notebook.
- Have your notebook hand-inspected or sent through the X-ray scanner, but never carry it through the metal detector.
- Turn off you notebook for takeoff and landing.
- Turn off all wireless devices while in the aircraft.

Dial-up modem

- Take a telephone cord to connect the modem to telephone jacks. If you are traveling internationally, take telephone jack adapters or an acoustic handset coupler.
- Take a telephone line protector.
- Take a telephone line tester to check for unsafe lines, especially if you are traveling internationally.
- Take remote access information with you so you can connect to your ISP while outside of your usual calling area. A list of country dialing codes may be especially useful if you are traveling internationally.

Radio frequency wireless connections

Important
If your notebook came equipped with an internal embedded wireless device, see "Legal Information" on page 141 for general wireless regulatory guidelines.

- Every country has different restrictions on the use of wireless devices. If your notebook is equipped with a wireless device, check with the local radio approval authorities prior to your trip for any restrictions on the use of a wireless device in the destination country.
- Wireless communication can interfere with equipment on commercial aircraft. Current aviation regulations require wireless devices to be turned off while traveling in an airplane. IEEE 802.11 and Bluetooth communication devices are examples of devices which use wireless to communicate.

Tip
For more information about turning your wireless device on or off, see "Turning your wireless radio on or off" on page 47.

Files

- Copy your working files from your desktop computer to your notebook before you travel.
- If you need to access your desktop computer files from your notebook while traveling, set up your desktop computer for remote access. Contact your network administrator for more information about remote access.
- Take extra recordable media for transferring files between computers and backing up files.

Security

- Get a locking cable for your notebook so you can attach a cable lock and leave your notebook in your hotel room while you are away.
- Always keep your notebook with you while waiting in airports, train stations, or bus terminals. Be ready to claim your notebook as soon as it passes through the X-ray machine in security checkpoints.
- Write down your notebook model number and serial number (located on the bottom of your notebook) in case of theft or loss, and keep the information in a safe place. Also, tape your business card or an address label to your notebook and accessories.
- Whoever sits next to you or behind you can see your notebook display. Avoid working with confidential files until you can be sure of privacy.
- Use a startup password to restrict access to your notebook. The startup password is set using the BIOS utility.

Caution
Use a password that you can remember, but that is difficult for someone else to guess. The password feature is very secure, with no easy way to recover a forgotten password. If you forget your password, you must return your notebook to Gateway for service.

To create a startup password:

1. Restart your notebook. As soon as you see a startup screen, press **F2**. The BIOS Setup utility opens.
2. Open the **Security** menu, highlight **Set Supervisor Password**, then press **ENTER** and follow the instructions. You must set the supervisor password in order to set the user (startup) password.

   Important
   You must enter the Supervisor Password each time you use the BIOS Setup utility.

3. Highlight **Set User Password**, then press **ENTER** and follow the instructions. This is the password you need to enter at startup.

   Important
   You must enter the User Password each time you turn on your notebook if it was turned off or put in hibernate mode. You do not need to enter the User Password if your notebook was put in Sleep mode.

4. Highlight **Password on boot**, then press **ENTER**.

5 Highlight **Enabled**, then press **ENTER**.

6 Open the **Exit** menu, highlight **Exit Saving Changes**, then press **ENTER**.

7 When you start your computer, you are prompted to enter the user password you set in 3.

■

- Review the information in "Protecting your notebook" in your online *User Guide*.

Power

- Take your AC power adapter to recharge the battery. If you are traveling internationally, take power plug adapters.
- Take a portable surge protector to protect your notebook from power surges.
- To get the best performance from your notebook, avoid using the battery whenever possible, monitor the battery charge, and use the most efficient power management settings. For information on conserving battery power, using alternate power sources, and monitoring the battery charge, see "Managing Power" on page 65.

Additional tips

- If you plan to use several USB peripheral devices, take a portable USB hub to provide additional USB ports.
- Take a network cable if you need to connect to a network. Some hotels provide Internet connectivity only through their networks.
- If your notebook has been exposed to cold temperatures, let it warm to room temperature before turning it on.
- Carry proof of ownership or a merchandise passport when traveling internationally.

- Consult your insurance company and credit card company to learn about emergency travel assistance if your notebook is lost or damaged.
- Take your recovery discs in case you need to install an additional driver or software.

Tip

You can create a *Drivers and Applications Recovery* disc using the Gateway Recovery Center.

CHAPTER 7

Maintaining Your Notebook

- Caring for your notebook
- Cleaning your notebook
- Maintaining the battery
- Cleaning CDs or DVDs
- Recovering your system

Caring for your notebook

To extend the life of your notebook:

- Be careful not to bump or drop your notebook, and do not put any objects on top of it. The case, although strong, is not made to support extra weight.
- When transporting your notebook, we recommend that you put it in a carrying case.
- Keep your notebook away from magnetic fields. Magnetic fields can erase data on hard drives.
- Never turn off your notebook when the drive indicator is on because data on the hard drive could be lost or corrupted.
- Avoid subjecting your notebook to extreme temperature changes. The case (and LCD panel) can become brittle and easy to break in cold temperatures and can melt or warp in high temperatures. Damage due to either extreme is not covered by your warranty. As a general rule, your notebook is safest at temperatures that are comfortable for you.
- Keep all liquids away from your notebook. When spilled onto notebook components, almost any liquid can result in expensive repairs that are not covered under a standard warranty.
- Avoid dusty or dirty work environments. Dust and dirt can clog the internal mechanisms and can lead to permanent damage to the notebook.
- Do not block the ventilation fan slots. If these slots are blocked, your notebook may overheat resulting in unexpected shutdown or permanent damage to the notebook.
- When storing your notebook for an extended period of time, unplug AC power and remove the battery after discharging them partway.

Cleaning your notebook

Keeping your notebook clean and the vents free from dust helps keep your notebook performing at its best. You may want to gather these items and put together a notebook cleaning kit:

- A soft, lint-free cloth
- An aerosol can of air that has a narrow, straw-like extension

- Cotton swabs
- A DVD drive cleaning kit

Cleaning the exterior

Warning
When you shut down your notebook, the power turns off, but some electrical current still flows through your notebook. To avoid possible injury from electrical shock, unplug the power cord, modem cable, and network cable from the wall outlets and remove the battery.

Always turn off your notebook and other peripherals before cleaning any components. Also, remove the battery before cleaning any components.

Use a damp, lint-free cloth to clean your notebook and other parts of your system. Do not use household abrasive or solvent cleaners because they can damage the finish on components.

Your notebook is cooled by air circulated through the vents on the case, so keep the vents free of dust. With your notebook turned off and unplugged, brush the dust away from the vents with a damp cloth. Be careful not to drip any water into the vents. Do not attempt to clean dust from the inside of your notebook with the exception of the memory bay.

Tip
You may want to occasionally open the memory bay door and remove dust and lint using an aerosol can of air.

Cleaning the keyboard

You should clean the keyboard occasionally by using an aerosol can of air with a narrow, straw-like extension to remove dust and lint trapped under the keys.

If you spill liquid on the keyboard, turn off your notebook and turn the notebook upside down. Let the liquid drain, then let the keyboard dry before trying to use it again. If the keyboard does not work after it dries, you may need to replace it. A replacement keyboard may not be covered by your warranty.

Cleaning the notebook screen

Caution
A notebook LCD screen is made of specially coated glass and can be scratched or damaged by abrasive or ammonia-based glass cleaners.

Use a soft cloth and water to clean the LCD screen. Squirt a little water on the cloth (never directly on the screen), and wipe the screen with the cloth.

Maintaining the battery

The life span of a notebook battery is about 1.5 to 3 years, under normal conditions. As the battery begins to die, you will have to recharge the battery more frequently because it cannot hold a full charge.

Do not expose the battery to high heat or freezing temperatures. Hot batteries discharge very quickly, and cold ones cannot create as much power. Short battery life is more likely to be caused by heat than by charge/discharge patterns. Keep your lithium-ion battery cool. Avoid a hot car, for example.

Charge often, but do not try to fully discharge the battery frequently. This only adds strain. Several partial discharges (regular use), with frequent recharges, are better for lithium-ion than one total discharge. Recharging a partially charged lithium-ion battery does not cause any harm because it has no “memory.”

Batteries with fuel gauges (notebooks) should be calibrated by applying a deliberate full discharge once every 30 charges. Running the battery down in the equipment does this. If ignored, the fuel gauge becomes increasingly less accurate and in some cases will cut off the device prematurely.

Using the right charger is important. By now you probably know that each kind of battery has its own technology, its own rate of charge, and so on. Charging lithium batteries correctly is one way to extend their life and to avoid damage.

Storing batteries

Do not charge up the battery, then store it away. A stored battery should be used every three to four weeks. Let the battery fully discharge, then recharge to 40% if you plan to store it again. If you store a battery for longer than three to four weeks, the battery could fully discharge because the battery circuitry itself consumes power.

If you have a spare lithium-ion battery, use one exclusively and keep the other cool by placing it in the refrigerator. Make sure that it is wrapped protectively and that nothing will be dropped on it. Do not freeze the battery.

Do not use old batteries. Avoid purchasing spare lithium-ion batteries and storing them for later use. Do not buy old stock, even if it is sold at clearance prices. While it makes sense to have 2 or 3 extra batteries, so that you always have a fresh one charged up and ready to go, if you buy batteries and store them for years, they may not work when you decide to use them.

Consider removing the battery from your notebook when running on fixed power. However, remember that when you have removed the battery from your notebook while using it with an electrical outlet, the automatic battery charger no longer keeps the battery charged.

Caution

When the battery is in the notebook and the notebook is running on AC power, the battery constantly charges, even though it has a full charge. This reduces the life of the battery. If the battery is fully charged and you want to run on AC power, remove the battery.

Cleaning CDs or DVDs

Wipe from the center to the edge, not around in a circle, using a product made especially for the purpose.

Recovering your system

You can solve most notebook problems by following the information in “Troubleshooting” on page 113 or in the technical support pages at www.gateway.com. Problem solving may also involve re-installing some or all of the notebook’s software (also called *recovering* or *restoring* your system). Gateway provides everything you need to recover your system under most conditions.

Caution

To prepare your notebook for additional system recovery options, you should create a set of software and driver recovery discs as soon as possible. For instructions, see “Preparing for software and device driver recovery” on page 89.

- If only one or two items of software or hardware have stopped working correctly, the problem may be solved by re-installing the software or the hardware drivers. To recover software and drivers that were pre-installed at the factory, see "Recovering pre-installed software and drivers" on page 88. For instructions on reinstalling software and drivers that were not pre-installed, see that product's documentation or support Web site.
- If re-installing software or drivers does not help, then the problem may be solved by returning your system to a previous state when everything was working correctly. For instructions, see "Using Microsoft System Restore" on page 95.
- If nothing else has solved the problem and you want to return your system to factory condition, see "Recovering your system to its factory condition" on page 98.

If you upgrade or exchange your hard drive or if your hard drive is completely erased or corrupted, your only option for system recovery may be to reinstall Windows from the Windows DVD, then recover your pre-installed software and device drivers using recovery discs that you created.

- To re-install Windows using the Windows DVD, see "Recovering your system using the Windows DVD" on page 99.
- To re-install your pre-installed software and device drivers using recovery discs, see "Recovering pre-installed software and drivers using recovery discs" on page 93.

Recovering pre-installed software and drivers

You can perform a partial recovery by recovering the software and device drivers that were pre-installed at the factory. If you need to recover software that did not come pre-installed on your system, you need to follow that software's installation instructions.

You can recover pre-installed software and drivers from a set of recovery discs (you must create the discs) or by using Gateway Recovery Center.

Preparing for software and device driver recovery

You can usually recover your pre-installed software and drivers from your hard drive. However, if you ever re-install Windows from the Windows DVD or install a new hard drive, you need to recover your pre-installed software and drivers using a set of *software and driver recovery discs*. Because these discs do not come with your notebook, you should create your own set.

Caution

Although you may not be expecting to need recovery discs, we recommend that you prepare for any eventuality and create a set of recovery discs while you have the opportunity.

Important

Your notebook may have shipped with a *Drivers and Applications Recovery* disc. If this is the case, you may want to create an additional set of discs in case the originals are lost or damaged.

You should create a set of discs for recovering your pre-installed software and device drivers, in case you need to use them later for a complete system recovery. (Your notebook must have a recordable disc drive to perform this procedure.)

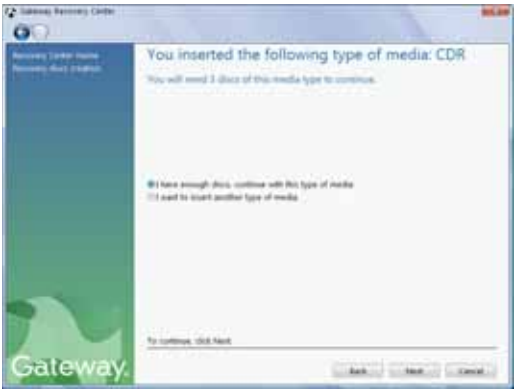
▶ **To create discs for recovering pre-installed software and drivers:**

1. Click (**Start**), **All Programs**, **Gateway Recovery Center**, then click **Gateway Recovery Center**. The *Gateway Recovery Center* opens.

2. Click **Applications and drivers external media**, then click **Next**. The *What would you like to do?* dialog box opens.
3. Click **Create system recovery discs**, then click **Next**.

4 Insert a blank, recordable disc into the recordable disc drive, then click **Next**. If an *AutoPlay* dialog box opens, click the **x** in the upper-right corner to close it.

A dialog box opens that tells you the number of blank discs you need to create a full set of recovery discs.



5 If you have enough blank discs of the specified type, click **I have enough discs**, then click **Next**. If you do not have enough discs, choose a different disc type, or click **Cancel**.

The disc recording begins. Label the discs as they are completed.

Important

Use a permanent marker to label each disc "Software and Driver Recovery," along with a short description of which notebook the discs are for. If you are recording multiple discs, as you remove each disc from the drive, use the marker to label each disc **1 of x**, **2 of x**, **3 of x**, and so on.

Tip

After a recovery disc is created, your notebook names the disc **Recovery13** for disc 1 of a 3-disc set, **Recovery23** for disc 2, and so on.

6 If multiple discs are required, insert the additional blank discs when prompted.

7 When the process is finished, the *Congratulations!* window opens.

8 Click **Finish**.

9 Remove your final disc, then label all of the discs and store them in a safe place.

■

Recovering pre-installed software and drivers using Gateway Recovery Center

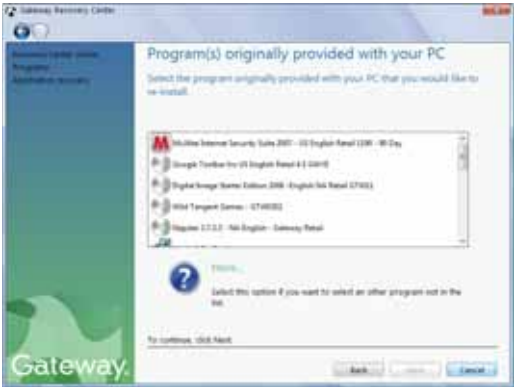
▶ **To recover specific drivers and software:**

1 Click (**Start**), **All Programs**, **Gateway Recovery Center**, then click **Gateway Recovery Center**. The *Gateway Recovery Center* opens.

Important

If you have recently reinstalled Windows or installed a new hard drive, and your Start menu does not contain Gateway Recovery Center as an option, you must recover your software and drivers using software and driver recovery discs you have created. For instructions, see "Recovering pre-installed software and drivers using recovery discs" on page 93.

2 To recover software that was pre-installed, click **Programs**, then click **Application recovery**.



- OR -

To recover device drivers that were pre-installed, click **Hardware**, then click **Device driver recovery**.

3 Click the software or driver you want to recover, then click **Next**.

■

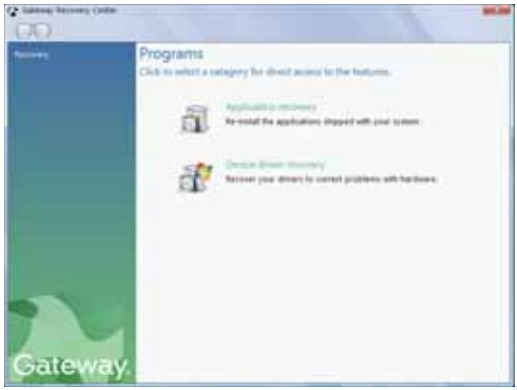
Recovering pre-installed software and drivers using recovery discs

If you created a multiple-disc set of recovery discs, each disc contains a unique set of software and drivers. If a recovery disc does not offer the software or driver you need to recover, try another disc.

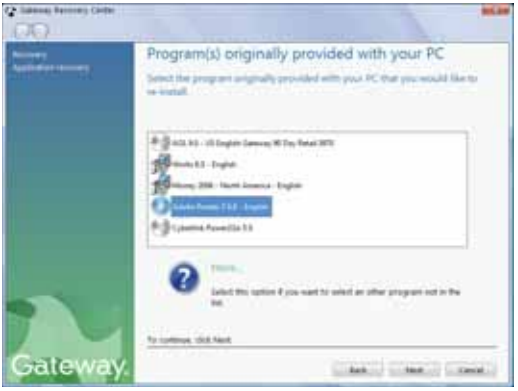
▶ **To recover software and drivers using recovery discs:**

1. Insert a software and driver recovery disc into the CD or DVD drive. If an *AutoPlay* dialog box appears, click Run Grc_Vista.exe. If an *AutoPlay* dialog box does not appear and Gateway Recovery Center does not start, open **Computer** and run the file Grc_Vista.exe on the disc.

   The Gateway Recovery Center starts.

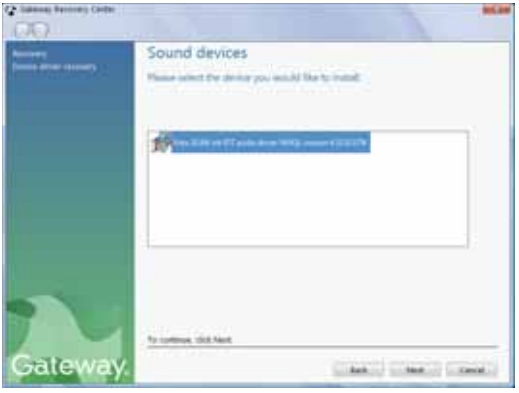


2 To recover pre-installed software, click Application recovery, then click the software you want to recover.



- OR -

To recover pre-installed device drivers, click Device driver recovery, then click the type of driver you want to recover.



3 Click **Next**.

4 If the software or driver is not shown on the list and you have a multiple-disc set of recovery discs, close Gateway Recovery Center and try another disc.

■

Using Microsoft System Restore

Microsoft System Restore periodically takes “snapshots” of your system settings and saves them as *restore points*. In most cases of hard-to-resolve software problems, you can return to one of these restore points to get your system running again.

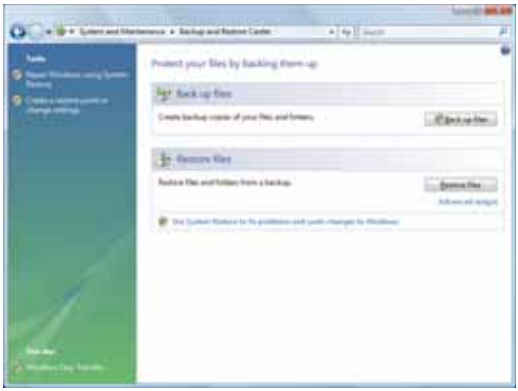
Windows automatically creates an additional restore point each day, and also each time you install software or device drivers. You can also create a restore point manually. For instructions, see “Manually creating a restore point” on page 97.

Help

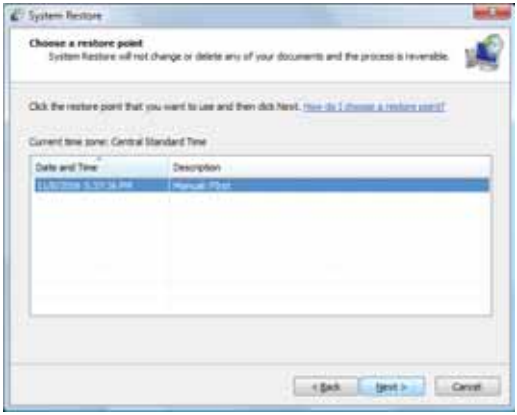
For more information about using Microsoft System Restore, click **Start**, then click **Help and Support**. Type **windows system restore** in the **Search Help** box, then press **ENTER**.

To restore using Microsoft System Restore:

1. Click (**Start**), **Control Panel**, **System and Maintenance**, then click **Backup and Restore Center**. The *Backup and Restore Center* opens.



2 On the left side of the window, click **Repair Windows using System Restore**, then click **Next**. The *Choose a restore point* dialog box opens.


System Restore
Choose a restore point
System Restore will not change or delete any of your documents and the process is reversible.
Click the restore point that you want to use and then click Next.
Current time zone: Central Standard Time
Date and Time
Description
< Back
Next >
Cancel

3 Click the restore point you want, click **Next**, then click **Finish**. A confirmation message box appears.

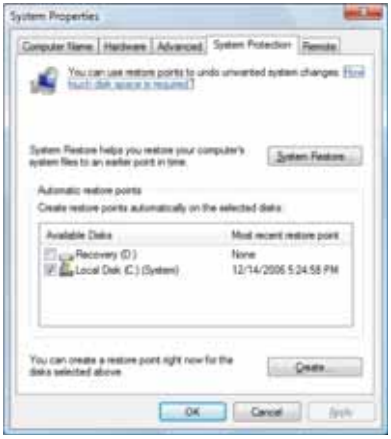
4 Click **Yes**. Your system is restored using the restore point you specified. This process may take several minutes, and may restart your notebook.

■

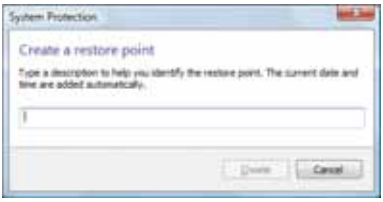
Manually creating a restore point

▶ **To manually create a restore point:**

1. Click ⊞ (**Start**), **Control Panel**, **System and Maintenance**, then click **Backup and Restore Center**. The *Backup and Restore Center* opens.
2. On the left side of the window, click **Create a restore point or change settings**, then click **Next**. The *System Properties* dialog box opens to the *System Protection* tab.



3. Click **Create**. The *Create a restore point* dialog box opens.



4. Type a description for the restore point (such as the date and time), then click **Create**. The restore point is created.
5. Click **OK**.

■

Recovering your system to its factory condition

If your notebook's problems are not solved by any of the other recovery options, you may need to recover its hard drive to its factory condition. This process is called a *factory recovery*.

Caution

A complete factory recovery deletes everything on your hard drive, then reinstalls Windows and any pre-installed software and device drivers. If you can access important files on your hard drive, back them up now.

▶ **To delete everything on your hard drive and re-install all factory software:**

1. If you can still run Windows:
   a. Click (**Start**), **All Programs**, **Gateway Recovery Center**, then click **Gateway Recovery Center**. The *Gateway Recovery Center* opens.
   b. Click **Recovery**, then click **Next**. Your notebook restarts.
2. If you cannot run Windows:
   a. Turn on or restart your notebook.
   b. While the notebook is starting up, repeatedly press **F8** until the *Recovery Options* screen opens. If Windows starts to load instead, restart the notebook and try again.
3. Press the arrow keys on your keyboard to select **Repair Your Computer**, then press **ENTER**.

   Gateway System Recovery starts, and the *System Recovery Options* dialog box opens.
4. Select a language and keyboard layout, then click **Next**.
5. Click the **User name box** to select a Windows user account, click in the **Password** box and type the user account's password (if any), then click **Next**. The *System Recovery Options* menu opens.
6. Click **Restore Application**. The *Welcome to Gateway System Recovery* window opens.
7. Click **Next**.

8 To perform a recovery with data backup (recommended), click **Recovery with automatic data backup**, then click **Next**.

Important
Before your hard drive is recovered, your personal files will be automatically backed up to c:\backup.

- OR -

To perform a full factory recovery without data backup, click **Full factory recovery**, then click **Next**.

Caution
Continuing with the full factory recovery will delete everything on your hard drive. Make sure that you have backed up any important files you want to save.

9 Click **Yes**, then click **Next**. The *Factory image recovery* window opens, which shows you the progress of the system recovery.

When recovery is finished, the *Recovery is complete* window opens.

10 Click **Finish**, then click **Restart**. Your notebook restarts in its original factory condition. You still need to reinstall any software that was not pre-installed on your notebook.

If you selected **Recovery with automatic data backup** in 8, you can find your backed up files in c:\backup. ■

Recovering your system using the Windows DVD

If you install a new hard drive or completely re-format your original hard drive, you must recover your system using the Windows Vista operating system DVD. You also need to recover your notebook's pre-installed software and device drivers.

▶ **To completely re-install Windows:**

1 If you can still run Windows, back up your personal files, and create a set of software and driver recovery discs (if you have not already done so). For instructions, see "To create discs for recovering pre-installed software and drivers:" on page 89.

2 Insert the Windows DVD into your notebook's DVD drive, then turn on or restart your notebook.

3 When the prompt "Press any key to boot from CD or DVD" appears, press any key on your keyboard. A list of valid boot devices appears.

4 Press the arrow keys to select the drive containing the Windows DVD, then press **ENTER** and follow the on-screen instructions.

5 After Windows is completely re-installed, use the software and driver recovery discs you created to recover your notebook's pre-installed software and device drivers. For instructions, see "Recovering pre-installed software and drivers using recovery discs" on page 93.

■

CHAPTER 8

Upgrading Your Notebook

- Preventing static electricity discharge
- Adding or replacing memory modules
- Replacing the hard drive kit

Preventing static electricity discharge

Warning
To avoid exposure to dangerous electrical voltages and moving parts, turn off your notebook, unplug the power cord, modem cable, and network cable, and remove the battery before opening the case.

Warning
To prevent risk of electric shock, do not insert any object into the vent holes of the notebook.

Important
Before installing or replacing components, you should read and understand the information in this section.

The components inside your notebook are extremely sensitive to static electricity, also known as *electrostatic discharge* (ESD).

Before installing or replacing components, follow these guidelines:

- Avoid static-causing surfaces such as carpeted floors, plastic, and packing foam.
- Remove components from their antistatic bags only when you are ready to use them. Do not lay components on the outside of antistatic bags because only the inside of the bags provide electrostatic protection.
- Always hold components by their edges. Avoid touching the edge connectors. Never slide components over any surface.
- Wear a grounding wrist strap (available at most electronics stores) and attach it to a bare metal part of your workbench or other grounded connection.
- Touch a bare metal surface on your workbench or other grounded object.

Adding or replacing memory modules

Important
Use only memory modules designed for your Gateway notebook.

Tools
You need a small Phillips screwdriver to replace memory modules.

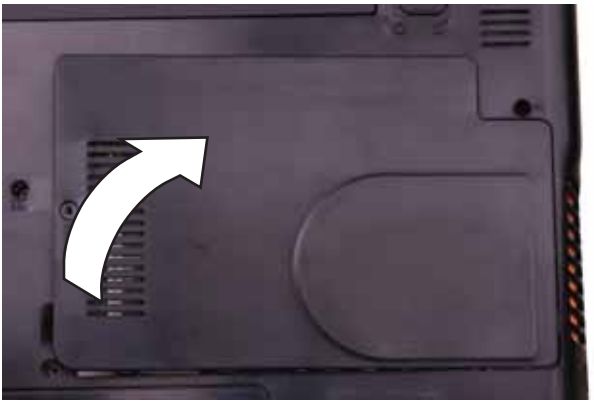
Your notebook uses memory modules called SO-DIMMs (Small Outline Dual Inline Memory Modules). The modules are available in various capacities and any module can be placed in any slot.

To add or replace memory modules:

1. Follow the guidelines under "Preventing static electricity discharge" on page 102.
2. Turn off your notebook.
3. Disconnect the AC adapter, modem cable, and network cable.
4. Disconnect all peripheral devices connected to the notebook and remove any Express cards.
5. Turn your notebook over so the bottom is facing up, then remove the battery. For more information, see "Changing batteries" on page 67.

6 Loosen the memory bay cover screw (this screw cannot be removed).

7 Lift the memory bay cover, then remove it.



8 If you are removing a module, gently press outward on the clip at each end of the memory module until the module tilts upward.

9 Pull the memory module out of the slot.

10 Hold the new or replacement module at a 30-degree angle and press it into the empty memory slot. This module is keyed so it can only be inserted in one direction. If the module does not fit, make sure that the notch in the module lines up with the tab in the memory bay.

11 Replace the memory bay cover, then tighten the cover screw.

12 Insert the battery, then turn your notebook over.

13 Connect the power adapter, modem cable, and network cable.

14 Reconnect all peripheral devices and replace any Express cards.

■

Replacing the hard drive kit

Tools

You need a small Phillips screwdriver and the Windows Vista DVD to replace the hard drive kit.

If you would like more hard drive capacity, you can replace your original drive with a higher-capacity drive.

To replace the hard drive kit:

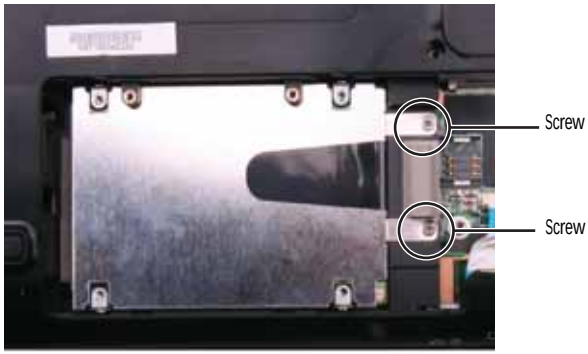
1. Create a *Drivers and Applications Recovery* disc using the Gateway Recovery Center. For more information, see “Recovering pre-installed software and drivers” on page 88.
2. Back up any data you want to transfer to the new hard drive. For more information, see “Backing up files” in your online *User Guide*.
3. Follow the guidelines under “Preventing static electricity discharge” on page 102.
4. Turn off your notebook.
5. Disconnect the AC adapter, modem cable, and network cable.
6. Disconnect all peripheral devices connected to the notebook and remove any Express cards.

7 Turn your notebook over so the bottom is facing up, then remove the battery. For more information, see “Changing batteries” on page 67.

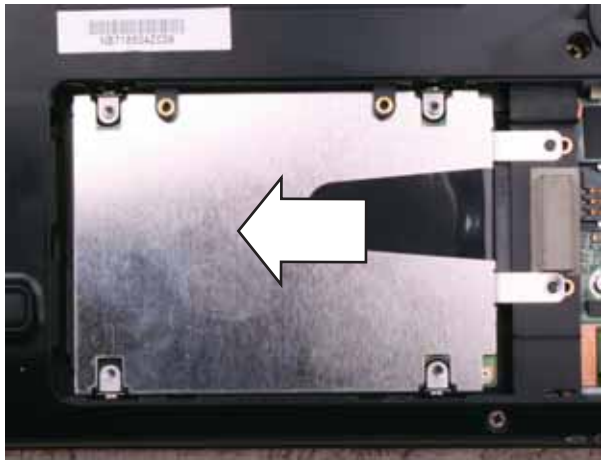
8 Loosen the three hard drive bay cover screws (these screws cannot be removed).

9 Lift the hard drive bay cover, then remove it.

10 Remove the two screws connecting the hard drive to the notebook.



11 Using the plastic tab, slide the old hard drive, then remove it.



12 If your new hard drive already includes the hard drive bracket, go to 17.

-OR-

If you need to move the hard drive bracket from your old hard drive to your new hard drive, go to 13.

13 Remove the four screws that secure the hard drive to the hard drive bracket.

14 Remove the bracket from the old drive.

15 Place the new drive, label side up, onto the bracket so the screw holes line up.

16 Replace the screws that secure the bracket to the drive.

17 Slide the new hard drive kit into your notebook, then replace the screws that secure the hard drive kit to the notebook.

18 Replace the hard drive bay cover, then tighten the cover screws.

19 Insert the battery, then turn your notebook over.

20 Connect the power adapter, modem cable, and network cable

21 Turn on your notebook, open the DVD drive, insert the Windows DVD, close the DVD drive, then restart your notebook.

22 When the prompt "Press any key to boot from CD or DVD" appears, press any key on your keyboard and follow the on-screen instructions. As part of the process you may be prompted to insert your *Drivers and Applications Recovery* disc.

23 Reconnect all peripheral devices and replace any Express cards.

■

CHAPTER 9
Troubleshooting

- Safety guidelines
- First steps
- Troubleshooting
- Telephone support

Safety guidelines

Warning
Do not try to troubleshoot your problem if power cords or plugs are damaged, if your notebook was dropped, or if the case was damaged. Instead, unplug your notebook and contact a qualified computer technician.

Tip
For more information about preventing damage from static electricity, see "Preventing static electricity discharge" on page 102.

While troubleshooting your notebook, follow these safety guidelines:

- Never remove the memory bay cover or hard drive bay cover while your notebook is turned on, while the battery is installed, and while the modem cable, network cable, and AC power adapter are connected to your notebook.
- Make sure that you are correctly grounded before accessing internal components.
- After you complete any maintenance tasks where you remove the memory bay cover or hard drive bay cover, make sure that you replace the cover, reinstall any screws, then replace the battery before you start your notebook.

Help
For more information about troubleshooting, click **Start**, then click **Help and Support**. Type the keyword **troubleshooting** in the **Search Help** box, then press ENTER.

First steps

If you have problems with your notebook, try these things first:

- Make sure that the AC power adapter is connected to your notebook and an AC outlet and that the AC outlet is supplying power.
- Make sure that the power cord is firmly connected to the AC power adapter.
- If you use a power strip or surge protector, make sure that it is turned on.

- If the notebook will not turn on, try turning it on with the notebook plugged in and the battery removed, then try turning the notebook on with the notebook unplugged and the battery installed.
- If a peripheral device (such as a keyboard or mouse) does not work, make sure that all connections are secure.
- Make sure that your hard drive is not full.
- If an error message appears on the screen, write down the exact message. The message may help Gateway Customer Care in diagnosing and fixing the problem.
- If you added or removed peripheral devices, review the installation procedures you performed and make sure that you followed each instruction.
- If an error occurs in a program, see the program's printed documentation or the online help.

Troubleshooting

Troubleshooting topics are listed in alphabetical order.

Audio

Audio troubleshooting is covered under "Sound" on page 137.

Battery

Battery troubleshooting is covered under "Power" on page 135.

CD drives

CD drive troubleshooting is covered under "DVD drives" on page 117.

Diskette drive (external)

The diskette drive is not recognized

- Shut down and restart your notebook.
- Disconnect the USB cable, then reconnect it.

You see an "Access Denied" or "Write protect" error message

- Move the write-protection tab in the upper-right corner of the diskette down (unprotected).
- The diskette may be full. Delete unnecessary files on the diskette and try again.
- Not all diskettes are IBM-compatible. Make sure that the diskette you are using is IBM-compatible.
- Try a different diskette. Occasionally diskettes are flawed and cannot be read by the diskette drive.

You see a "Disk is full" error message

- Delete unnecessary files on the diskette.
- Try a different diskette. Occasionally diskettes are flawed and cannot be read by the diskette drive.
- Run Error checking on the diskette. If errors are detected and corrected, try using the diskette again. For instructions on running Error checking, see "Checking the hard drive for errors" in your online *User Guide*.

You see a "Non-system disk," "NTLDR is missing," or "Disk error" error message

- Eject the diskette from the diskette drive, then press **ENTER**.
- Make sure that the diskette you are using is IBM-compatible.

The diskette drive status indicator is lit continuously

- Remove the diskette from the drive. If the indicator stays on, try restarting your notebook.

Display

The screen is too dark

- Adjust the brightness using the system keys or Windows Mobility Center. For more information about adjusting the brightness, see "Adjusting the brightness" on page 44.

The screen resolution is not correct

- Change the screen resolution from the *Display Settings* dialog box. For instructions on changing the screen resolution, see "Changing the color depth and screen resolution" in your online *User Guide*.

The text on the display is dim or difficult to read

- Adjust the brightness using the system keys or Windows Mobility Center. For more information about adjusting the brightness, see “Adjusting the brightness” on page 44.
- Change the display settings. For instructions on changing the display settings, see “Changing screen settings” in your online *User Guide*.
- Move your notebook away from sources of electrical interference, such as televisions, unshielded speakers, microwaves, fluorescent lights, and metal beams or shelves.

The display has pixels that are always dark or too bright

- This condition is normal and inherent in the TFT technology used in active-matrix LCD screens. Gateway’s inspection standards keep these to a minimum. If you feel these pixels are unacceptably numerous or dense on your display, contact Gateway Customer Care to identify whether a repair or replacement is justified based on the number of pixels affected.

The display is blank

- Adjust the brightness using the system keys or Windows Mobility Center. For more information about adjusting the brightness, see “Adjusting the brightness” on page 44.
- Make sure the notebook is not in Sleep or Hibernate mode. Press the power button.
- The notebook may be sending its display to an external monitor or projector. Press **Fn** + **F4** several times to toggle through the LCD panel, an external monitor or projector, or both.

DVD drives

Your notebook does not recognize a disc

- The disc may not be seated correctly in the tray. When you place a disc on the tray, make sure that you press the disc firmly onto the spindle so the retainers hold the disc in place.
- Make sure that the disc label is facing up, then try again.
- Try a different disc. Occasionally discs are flawed and cannot be read by the drive.

- Some music CDs have copy protection software. You may not be able to play these CDs on your notebook.
- Your notebook may be experiencing some temporary memory problems. Shut down and restart your notebook.
- Clean the disc. For more information, see "Cleaning CDs or DVDs" on page 87.

An audio CD does not produce sound

- Make sure that the CD label is facing up, then try again.
- Some music CDs have copy protection software. You may not be able to play these CDs on your notebook.
- Make sure that the volume control on your notebook is turned up. For more information about using your volume control, see "Adjusting the volume" on page 45.
- Make sure that the Windows volume control is turned up. For instructions on how to adjust the volume control in Windows, see "Adjusting the volume" on page 45.
- Make sure that Mute controls are turned off.
- If you are using the built-in speakers, make sure that nothing is plugged into the headphone jack on the notebook. For the location of the headphone jack, see "Front" on page 6.
- If you are using powered speakers, make sure that they are plugged in and turned on.
- Clean the disc. For more information, see "Cleaning CDs or DVDs" on page 87.
- Your notebook may be experiencing some temporary memory problems. Shut down and restart your notebook.
- Reinstall the audio device drivers. For more information, see "Recovering pre-installed software and drivers" on page 88.

A DVD movie will not play

- Make sure that the label or side you want to play is facing up, then try again.
- Shut down and restart your notebook.
- Clean the DVD. For more information, see "Cleaning CDs or DVDs" on page 87.
- Make sure that the disc's regional code and your DVD drive's regional code match.
- Make sure that a DVD player program has been installed on your notebook. For instructions on playing a DVD, see "Playing music and movies" in your online *User Guide*.

A DVD does not produce sound on a television

- Audio is transmitted through an HDMI connection, however, audio is not transmitted through a monitor jack. If you are connecting your notebook to a television using the monitor jack, use the built-in speakers, a set of headphones or external powered speakers, or connect your notebook to a stereo system to hear sound while playing a DVD.

You cannot eject a CD or DVD

- Your notebook must be turned on to remove CDs and DVDs. If you do not want to turn on your notebook, manually eject the disc by inserting an opened paper clip into the manual eject hole. For the location of the manual eject hole, see "Using a tray-load DVD drive" on page 53.

Ethernet

Ethernet troubleshooting is covered under "Networks (wired)" on page 131.

Express Cards

You installed an Express Card and now your notebook is having problems

- Make sure that you have correctly installed required software for the Express Card. For more information, see your Express Card's documentation.

File management

A file was accidentally deleted

- Recover the file from the Recycle Bin by following the instructions in "Deleting files and folders" in your online *User Guide*.

Caution

If a file was deleted while holding down the **SHIFT** key or if the Recycle Bin has been emptied, the file cannot be restored.

Help

For more information about restoring deleted files, click **Start**, then click **Help and Support**. Type the keyword **System Restore** in the **Search Help** box, then press **ENTER**.

Fingerprint reader

The fingerprint reader does not recognize your fingerprint

- Make sure that you are using the correct method for swiping your finger. For more information, see "Running the TouchStrip Tutorial" on page 31.
- Make sure that you are using a finger that you have enrolled. For more information, see "Enrolling your fingerprints" on page 32.
- For more information about troubleshooting the fingerprint reader, click (**Start**), **All Programs**, **Protector Suite QL**, then click **Help**.

Hard drive

You see an "Insufficient disk space" error message

- Delete unnecessary files from the hard drive using Disk Cleanup. For instructions on deleting unnecessary files, see "Deleting unnecessary files" in your online *User Guide*.
- Empty the Recycle Bin by right-clicking the **Recycle Bin** icon, then clicking **Empty Recycle Bin**.

  Caution
  All deleted files will be lost when you empty the Recycle Bin.

- Save your files to another drive. If the hard drive is full, copy any files not regularly used to backup media, then delete them from the hard drive.

  Help
  For more information about file management, click **Start**, then click **Help and Support**. Type the keyword **file management** in the **Search Help** box, then press ENTER.

You see a "Data error" message

- This may be the result of a defective area on the hard drive. To fix hard drive problems, run the Error checking program. For instructions on fixing hard drive problems, see "Checking the hard drive for errors" in your online *User Guide*.

The hard drive cannot be accessed, or you see a "General failure reading drive C" error message

- If a diskette is in the diskette drive, eject it and restart your notebook.

- Make sure that the hard drive is installed correctly. Remove it, firmly reinsert it, then restart your notebook. For more information about removing your hard drive, see “Replacing the hard drive kit” on page 107.
- If your notebook has been subjected to static electricity or physical shock, you may need to reinstall the operating system.

Internet

You cannot connect to the Internet

- If you are using a dial-up modem, make sure that the modem cable is plugged into the optional modem jack and not the Ethernet network jack. For the location of your modem jack, see “Back” on page 10.

  -OR-

  If you are using a cable or DSL modem, make sure that the modem cable is plugged into the Ethernet network jack and not the optional modem jack. For the location of your network jack, see “Left” on page 7.
- Make sure that you do not have a problem with your modem. For more information, see “Modem (dial-up)” on page 127.
- Make sure that your account with your Internet service provider (ISP) is set up correctly. Contact your ISP technical support for help.

Help
For more information about troubleshooting Internet connections, click **Start**, then click **Help and Support**. Type the keyword **troubleshooting connections** in the **Search Help** box, then press ENTER.

You see an “Unable to locate host” message and are unable to browse the Internet

- This problem can occur when you have typed a URL (Web address) incorrectly, you have lost your Internet connection, or your ISP is having technical difficulties.

  Double-check the URL or try a different URL. If the error message still appears, disconnect from the ISP connection and close your browser, then reconnect and open the browser. If you still get the error, your ISP may be having technical difficulties.

Connecting to a Web site takes too long

Many factors can affect Internet performance:

- The condition of the telephone lines in your residence or at your local telephone service
- The condition of the Internet computers to which you connect and the number of users accessing those computers
- The complexity of graphics and multimedia on Web pages
- Having multiple Web browsers open, performing multiple downloads, and having multiple programs open on your notebook

People are sending you e-mail messages, but you have not received any mail

- Click the receive button in your e-mail program.
- Make sure that your account with your Internet service provider (ISP) is set up correctly. Contact your ISP for technical support.

Keyboard

A keyboard character keeps repeating or you see a "Keyboard stuck" or "Key failure" error message

- Make sure that nothing is resting on the keyboard.
- Make sure that a key is not stuck. Press each key to loosen a key that might be stuck, then restart your notebook.

You are pressing a letter key and a number appears on the screen

- The numeric keypad is turned on. For more information about using your keyboard, see "Using the keyboard" on page 26.

An external keyboard does not work

- Make sure that the keyboard cable is plugged in correctly.
- Remove all extension cables and switchboxes.
- Clean the keyboard by using an aerosol can of air with a narrow, straw-like extension to remove dust and lint trapped under the keys.

- Try a keyboard that you know works to make sure that the keyboard port works.
- If you spilled liquid in the keyboard, turn off your notebook and unplug the keyboard. Clean the keyboard and turn it upside down to drain it. Let the keyboard dry before using it again. If the keyboard does not work after it dries, you may need to replace it.

Media Center

This section only covers problems relating to Media Center mode. Media Center mode is available only on Windows Vista Home Premium and Windows Vista Ultimate versions. To view Media Center troubleshooting information that is not covered in this section, go to the Gateway support Web Site at www.gateway.com.

Help

For more information about Windows Media Center, click **Start**, then click **Help and Support**. Type the phrase **Media Center** in the **Search Help** box, then press **ENTER**.

The Media Center video display looks bad on your TV

Many factors, such as the display type, quality of the video source, type of connection used, quality of video cables, display device screen resolution, size of TV, age of the TV, or the type of TV (interlaced or progressive scan), can affect the video quality significantly:

- Display type—Some retail TVs may provide lower quality video. A progressive scan display device with an HDMI or VGA input is the best choice.

- Type of connection used—You can connect the notebook video output to a TV. However, the connection type has an affect on the video quality. The notebook has two video outputs:
  - HDMI—If your TV includes an HDMI port, connect the HDMI cable from the notebook's HDMI Out port to the TV's HDMI In port. HDMI display quality is usually superior for TV images. HDMI also transmits audio to your television. Many older TVs do not have an HDMI port.
  - VGA—If your TV does not include and HDMI port, but does include a VGA port, connect the VGA cable from the notebook's VGA (monitor) port to the TV's VGA In port. Many older TVs do not have a VGA port. VGA only transmits video. You should use the built-in speakers, a set of headphones or external powered speakers, or connect your notebook to a stereo system to hear sound.
- Quality of video cables—Poor quality or the incorrect type of video cables can cause problems and affect the video quality. Gateway recommends using high-quality video cables that can be purchased from Gateway.

Important
Cable connections must be made correctly for optimal video quality. A poor cable connection can lower video quality.

- Screen resolution—By default, the notebook uses a screen resolution optimized for the LCD screen. Many older TVs cannot display this high of a resolution and may shift, scramble, or scroll the picture. For a better picture on a TV display, you may need to lower the screen resolution to 800 × 600 or 640 × 480. For more information about changing the screen resolution, see "Changing color depth and screen resolution" in your online *User Guide*.

Help
For more information about adjusting display settings, click **Start**, then click **Help and Support**. Type the keyword **changing display settings** in the **Search Help** box, then press **ENTER**.

- Size of display device—Small computer monitors for standard computer applications are generally not optimized for motion video playback. Although they offer excellent resolutions and refresh rates, they are designed to make static white backgrounds with black

text look readable. Some small display devices do not make colorful motion video look its best. Generally, video will look better on a larger display device.

- Age of the TV—Newer TVs usually have more advanced features, produce a better quality picture, and support higher screen resolutions. The video display will likely be better on a newer model TV.
- Type of TV (interlaced or progressive scan)

  Many CRT (tube) TVs use interlaced video. Interlaced video displays a video frame with two passes of alternating scan lines. The TV screen first displays the video image odd lines one at a time, sequentially from top to bottom, then it fills in the other half of the video image with the even lines. Because most TVs use this interlaced method to display the picture on the screen, a standard interlaced analog TV will most likely flicker when displaying thin lines and small text. An interlaced video display device will produce a lower quality display, especially when viewing and using the notebook functions.

  Progressive scan video displays a video frame with one pass of sequential scan lines. A progressive scan TV displays the entire picture, drawn sequentially from top to bottom, without the odd/even interlacing. This results in a fuller, sharper picture and better display quality for viewing and using the Media Center functions. The progressive scan picture is also brighter and easier on your eyes.

You need to configure your notebook to output to a TV

- In Media Center mode, your notebook detects whether you are using a VGA or an HDMI display device and automatically changes the display settings for the type of display device you are using. For more information, review the FAQ topic at www.gateway.com.

You want to change display settings to get better TV or DVD image quality

- Adjust the display device brightness, contrast, hue, and saturation. For more information review the FAQ topic at www.gateway.com.

You want to know whether you can burn videos that were recorded in Media Center mode to a DVD

- Yes, you can. The Media Center saves recorded videos in the DVR-MS format. You can burn a DVR-MS file to a DVD with DVD recording (burning) software, such as Power2Go, and with the Media Center itself.

You want to know whether you can play recorded videos on other computers

- Yes, you can. A DVR-MS file recorded to DVD can be replayed on another computer with Media Center or on a computer without Media Center provided that it has a DVD player and DVD decoder software (such as PowerDVD). The computer without Media Center must also have Windows Vista or Windows XP with Service Pack (SP) 1 or 2, Windows Media Player 9 or later, and the Windows patch Q810243 Update.

You want to know whether you can play recorded videos on your home DVD player

- Yes, you can. DVDs recorded with the Media Center can be played on a home DVD player.

Memory

You see a "Memory error" message

- Make sure that the memory module is inserted correctly in the memory bay slot. For more information about installing memory, see "Adding or replacing memory modules" on page 103.
- Use the Memory Diagnostics Tool to help determine if a memory module is failing.

▶ **To check the memory:**

1. Click (**Start**), then click **Control Panel**. The *Control Panel* window opens.
2. Click **System and Maintenance**.
3. Click **Administrative Tools**.
4. Double-click **Memory Diagnostics Tool**, then follow the on-screen instructions.

■

Help
For more information about troubleshooting memory errors, click **Start**, then click **Help and Support**. Type the keyword **memory error** in the **Search Help** box, then press **ENTER**.

You see a "Not enough memory" error message

- Close all programs, then restart your notebook.

Memory card reader

Drive letter for the memory card slot does not appear in the My Computer window

- Reboot your notebook.

Modem (cable or DSL)

The modem does not connect

- Make sure that the modem cable is plugged into the Ethernet network jack and not the optional modem jack. For the location of your network jack, see "Left" on page 7.
- See the documentation that came with your modem for additional troubleshooting information.

Modem (dial-up)

Your modem does not dial or does not connect

- Make sure that the modem cable is plugged into the optional modem jack and not the Ethernet network jack. For the location of your modem jack, see "Back" on page 10.
- Make sure that your notebook is connected to the telephone line and the telephone line has a dial tone.
- Make sure that the modem cable is less than 6 feet (1.8 meters) long.
- Remove any line splitters or surge protectors from your telephone line, then check for a dial tone by plugging a working telephone into the telephone wall jack.
- If you have additional telephone services such as call waiting, call messaging, or voice mail, make sure that all messages are cleared and call waiting is disabled before using the modem. Contact your telephone service to get the correct code to temporarily disable the service. Also make sure that the modem dialing properties are set appropriately.

Help

For more information about dialing properties, click **Start**, then click **Help and Support**. Type the keyword **dialing** in the **Search Help** box, then press **ENTER**.

To check the dialing properties:

1. Click (**Start**), then click **Control Panel**. The *Control Panel* window opens.
2. Click **Hardware and Sound**.
3. Click the **Phone and Modem Options**. The *Phone and Modem Options* dialog box opens.
4. Click the **Dialing Rules** tab.
5. Click the location from which you are dialing, then click **Edit**. The *Edit Location* dialog box opens.
6. Make sure that all settings are correct.

■

- Disconnect any answering machine, fax machine, or printer that is on the same line as the modem. Do not connect these devices to the same telephone line as the modem.
- Make sure that you are not using a digital, rollover, or PBX line. These lines do not work with your modem.
- Check for line noise (scratchy, crackling, or popping sounds). Line noise is a common problem that can cause the modem to connect at a slower rate, abort downloads, or even disconnect. The faster the modem, the less line noise it can tolerate and still work correctly.

  Listen to the line using your telephone. Dial a single number (such as 1). When the dial tone stops, listen for line noise. Wiggle the modem cable to see if that makes a difference. Make sure that the connectors are free from corrosion and all screws in the wall or telephone wall jack are secure.

  You can also call your telephone service and have the telephone line checked for noise or low line levels.
- Try another telephone line (either a different telephone number in your house or a telephone line at a different location). If you can connect on this line, call your telephone service to fix the original line.
- Try connecting with the modem at a lower connection speed. If reducing the connect speed lets you connect, call your telephone service. The telephone line may be too noisy.

You cannot connect to the Internet

- The ISP may be having technical difficulties. Contact your ISP for technical support.
- See if the modem works with a different communications program. The problem may be with just one program.
- Review the troubleshooting information under "Internet" on page 121.

Your 56K modem does not connect at 56K

- Current FCC regulations restrict actual data transfer rates over public telephone lines to 53K. Other factors, such as line noise, telephone service provider equipment, or ISP limitations, may lower the speed even further.

  If your notebook has a v.90 modem, the speed at which you can upload (send) data is limited to 33.6K. If your notebook has a v.92 modem, the speed at which you can upload data is limited to 48K. Your ISP may not support 48K uploads.

Your fax communications program only sends and receives faxes at 14,400 bps when you have a 56K modem

- Current fax technology only supports a maximum send and receive rate of 14,400 bps.

The modem is not recognized by your notebook

- Make sure that the line connected to the modem is working and plugged into the appropriate port on your notebook. For the location of your optional modem jack, see "Back" on page 10.
- If the modem shares the telephone line with another device, make sure that the telephone line is not in use (for example, someone is on the telephone, or another modem is in use).
- Use a different modem cable. Some telephone cables do not meet required cable standards and may cause problems with the modem connection.
- Shut down and restart your notebook.
- Run Windows modem diagnostics.

To run modem diagnostics:

1. Close all open programs.
2. Click (**Start**), then click **Control Panel**. The *Control Panel* window opens.
3. Click **Hardware and Sound**.

4. Click **Phone and Modem Options**. The *Phone and Modem Options* dialog box opens.
5. Click the **Modems** tab.
6. Click your modem, then click **Properties**. The *Modem Properties* dialog box opens.
7. Click the **Diagnostic** tab, then click **Query Modem**. If information about the modem appears, the modem passed diagnostics. If no modem information is available, a white screen appears with no data, or if you get an error such as *port already open or the modem has failed to respond*, the modem did not pass diagnostics.

Help
For more information about modem troubleshooting, click **Start**, then click **Help and Support**. Type the keyword **modem troubleshooting** in the **Search Help** box, then press ENTER.

■

The modem is noisy when it dials and connects

- When your modem tries to connect to another modem, it begins *handshaking*. Handshaking is a digital "getting acquainted" conversation between the two modems that establishes connection speeds and communication protocols. You may hear unusual handshaking sounds when the modems first connect. If the handshaking sounds are too loud, you can turn down the modem volume.

▶ **To turn down the modem volume:**

1. Click (**Start**), then click **Control Panel**. The *Control Panel* window opens.
2. Click **Hardware and Sound**.
3. Click **Phone and Modem Options**. The *Phone and Modem Options* dialog box opens.
4. Click the **Modems** tab.
5. Click the modem you want to adjust, then click **Properties**. The *Modem Properties* dialog box opens.
6. Click the **Modem** tab, then adjust the **Speaker volume** control.
7. Click **OK** twice to close the *Phone and Modem Options* dialog box.

■

Mouse

See also "Touchpad" on page 138.

The external mouse does not work

- Make sure that the mouse cable is plugged in correctly.
- Shut down and restart your notebook.
- Remove all extension cables and switch boxes.
- Try a mouse you know is working to make sure that the mouse port works.

The external mouse works erratically

- Clean the mouse.
- Some mouse pad patterns “confuse” optical mice. Try the mouse on a different surface.

Networks (wired)

Help
For more information about network troubleshooting, click **Start**, then click **Help and Support**. Type the keyword **network troubleshooting** in the **Search Help** box, then press **ENTER**.

You cannot see the other computers on your wired Ethernet network

- Make sure that your Ethernet cable is plugged into the Ethernet jack on your notebook. Make sure that the other end is plugged into a router. For the location of your network jack, see “Left” on page 7.
- Make sure that all computers are plugged into a powered electrical outlet and turned on.
- Make sure that the router is plugged into a powered electrical outlet and turned on. Most routers have lights that indicate they are working. For more information, see the documentation that came with your router.
- Make sure that all computers on your network have the same workgroup name.
- Make sure that all computers are using the same Subnet Mask.
- If you assigned IP addresses to the computers, make sure that all computers have different IP addresses. For home networks, IP addresses should be 192.168.N.N where N is a number you assign between 0 and 254. The first N should be the same for all computers on your network and the second N should be different for all computers on your network.

Your wired Ethernet network is running slower than you expect

- If your Ethernet network is running slower than you expect, check the speed of each Ethernet component. For best results, all Ethernet components should be standard Ethernet (10 Mbps), Fast Ethernet (100 Mbps or 10/100 Mbps), or Gigabit Ethernet (1000 Mbps or 10/100/1000 Mbps). A mixture of Ethernet, Fast Ethernet, and Gigabit Ethernet components will result in your network running at the slowest component speed.

You cannot connect to your company network

- Every network is unique. Contact your company computer department or network administrator for help.

Internet Explorer is unable to access the Internet

- Reset the power on your cable or DSL modem and your access point. This reestablishes communication between your Internet Service Provider and your modem and between your modem and your access point.
- If you previously accessed the Internet through a dial-up modem, Internet Explorer may not be set up to access the Internet through a network. Remove the dial-up connection in the Internet Options in Internet Explorer.

You cannot connect to your home network

- If your notebook is a member of a domain at your workplace, you may not be able to connect your notebook to your home network workgroup to access shared files or printers on your home network. You may, however, be able to access the Internet through your home network.

  Caution
  If your notebook was a member of a domain before you join a workgroup, it is disjoined from the domain and your computer account disabled. Contact your company computer department or network administrator for more information.

- Every home network is unique. See the documentation that came with your network equipment for troubleshooting information.

Networks (wireless)

You turned wireless networking on, but it takes a while to connect

- When wireless networking is turned on, it automatically scans for available connections. The scan can take approximately 30 seconds to complete.

Your connection on the network seems intermittent or your wireless network is running slower than you expect

- The speed of a wireless network is related to signal strength. Signal strength is affected by the distance between your wireless network devices, by radio interference, and by interference from natural obstructions such as walls, ceilings, floors, and doors.

  If your wireless network is running slower than you expect, you should check your network signal strength. If you find the signal strength is low, try moving to a new location to increase the signal strength.

  Important
  Note any antenna placement constraints in the access point user guide because the speed of a wireless network is related to signal strength. Signal strength is affected by the distance between your wireless network devices, by radio interference, and by interference from natural obstructions such as walls, floors, and doors.

  To check the signal strength:

  1. Click (**Start**), right-click **Network**, then click **Properties**. The *Network and Sharing Center* window opens.
  2. Click **View status** for the network connection. The *Wireless Network Connection Status* dialog box opens. The meter shows the signal strength for wireless networking on your computer if other computers with the same network name are within range of your computer.

     ■

You are in a wireless network, you can see the network, but cannot communicate, send files, print, or get to the Web

- If your access point uses WEP, go to the *Wireless Networking Properties* window and make sure that both the WAP and the WLAN in the computer have matching WEP keys.

You are in a wireless network, but no available networks are listed in the Connect to a network dialog box

- If the network you are attempting to access does not broadcast its SSID, you need to request the SSID from the administrator and add that network's information into the wireless utility.
- You may want to try entering **ANY** as the SSID, which will make the computer try to auto-detect the network.

Your wireless network is listed as a preferred network, but it has an "x" on it

- An **x** means your preferred network is not currently available or you are not currently in range to connect.

Internet Explorer is unable to access the Internet

- Reset the power on your cable or DSL modem and your access point. This reestablishes communication between your Internet Service Provider and your modem and between your modem and your access point.
- If you previously accessed the Internet through a dial-up modem, Internet Explorer may not be set up to access the Internet through a network. Remove the dial-up connection in the Internet Options in Internet Explorer.

You cannot see other computers on your network

- Your notebook may not have the same workgroup name as the other computers on your network. For more information, see "Naming the computers and workgroup" in your online *User Guide*.
- If your notebook was previously connected directly to your cable or DSL modem, and your ISP requires you to use a static IP address, your notebook is not set up to use a DHCP server. Modify the network properties so your notebook is set up for using a DHCP server.

You cannot connect to your network

- If your notebook is a member of a domain at your workplace, you may not be able to connect your notebook to your home network workgroup to access shared files or printers on your home network. You may, however, be able to access the Internet through your home network.

Caution

If your notebook was a member of a domain before you join a workgroup, it is disjoined from the domain and your computer account disabled. Contact your company computer department or network administrator for more information.

Passwords

Your notebook does not accept your password

Make sure that **CAPS LOCK** and **NUM LOCK** are turned off, then retype the password.

You forgot your startup password

The password feature (which is set in the BIOS Setup utility) is very secure, with no easy way to recover a forgotten password. You must return your notebook for repair. Call Gateway Customer Care for instructions.

Power

Your notebook is not working on AC power

- Make sure that your AC power adapter is connected correctly to your notebook. For instructions on connecting the AC power adapter, see "Connecting the AC adapter" on page 18.
- If your notebook is plugged into a surge protector, make sure that the surge protector is connected securely to an electrical outlet, turned on, and working correctly. To test the outlet, plug a working device, such as a lamp, into the outlet and turn it on.
- Make sure that the AC power adapter cables are free from cuts or damage. Replace any damaged cables.

Your notebook is not working on battery power

- Check the power management settings. For more information about using power management settings, see "Changing notebook power settings" on page 72.
- Make sure that the battery is installed correctly. For instructions on inserting your battery, see "Changing batteries" on page 67.
- Make sure that the battery is fully recharged. For more information about recharging the battery, see "Recharging the battery" on page 66.
- Make sure that the battery is calibrated correctly. For instructions on recalibrating your battery, see "Recalibrating the battery" on page 68.
- Let the battery return to room temperature.

Printer

Help
For more information about printer troubleshooting, click **Start**, then click **Help and Support**. Type the keyword **printer troubleshooting** in the **Search Help** box, then press **ENTER**.

The printer will not turn on

- Make sure that the printer is online. Many printers have an online/offline button that you may need to press.
- Make sure that the power cable is plugged into an AC power source.

The printer is on but will not print

- Check the cable between the printer and your notebook. Make sure that it is connected to the correct port.
- Make sure that the printer is online. Many printers have an online/offline button that you may need to press so the printer can start printing. Press the button to put the printer online.
- If the printer you want to print to is not the default printer, make sure that you have selected it in the printer setup.

To set a default printer:

1. Click (**Start**), then click **Control Panel**. The *Control Panel* window opens.
2. Click **Hardware and Sound**.
3. Click **Printers**.
4. Right-click the name of the printer you want to be the default printer, then click **Set as Default Printer**. ■

- Reinstall the printer driver. See the guide that came with your printer for instructions on installing the printer driver.

You see a "Printer queue is full" error message

- Make sure that the printer is not set to work offline.

To make sure that the printer is not set to work offline:

1. Click (**Start**), then click **Control Panel**. The *Control Panel* window opens.
2. Click **Hardware and Sound**.
3. Click **Printers**.

4 If the printer status is **Offline**, right-click the name of the printer you want to use, then click **Use Printer Online** to set the printer to work online.

■

- Wait until files have been printed before sending additional files to the printer.
- If you print large files or many files at one time, you may want to add additional memory to the printer. See the printer documentation for instructions for adding additional memory.

You see a "Printer is out of paper" error message

After adding paper, make sure that the printer is online. Most printers have an online/offline button that you need to press after adding paper.

Sound

Help

For more information about troubleshooting sound issues, click **Start**, then click **Help and Support**. Type the keyword **sound troubleshooting** in the **Search Help** box, then press **ENTER**.

You are not getting sound from the built-in speakers

- Make sure that headphones are not plugged into the headphone jack.
- Make sure that the volume control on your notebook is turned up. For more information about using your volume control, see "Adjusting the volume" on page 45.
- Make sure that the Windows volume control is turned up. For instructions on how to adjust the volume control in Windows, see "Adjusting the volume" on page 45.
- Make sure that Mute controls are turned off.

Status indicators

The status indicators are not functioning

- Make sure the status indicators are turned on. Press **FN+F1** to toggle the indicators.

Touchpad

Touchpad is not working

- Make sure the touchpad is turned on. For more information, see “Changing mouse, touchpad, or pointing device settings” in your online *User Guide*.

The notebook is not responding when you click or tap on the touchpad

- Turn on the touchpad. For instructions on how to adjust the touchpad settings, see “Changing mouse, touchpad, or pointing device settings” in your online *User Guide*.

The pointer moves unexpectedly

- Clean the touchpad with a damp cloth (water only) and wipe it dry.
- Adjust the touchpad settings. For instructions on how to adjust the touchpad settings, see “Changing mouse, touchpad, or pointing device settings” in your online *User Guide*.

Video

The projector, monitor, or television is not working

- Make sure that you have pressed **FN+F4** to activate the external monitor option.
- Make sure that the monitor is turned on and that the video cable is connected correctly.

Telephone support

Before calling Gateway Customer Care

If you have a technical problem with your notebook, follow these recommendations before contacting Gateway Customer Care:

- Make sure that your notebook is connected correctly to a grounded AC outlet that is supplying power. If you use a surge protector, make sure that it is turned on.

- If a peripheral device, such as a keyboard or mouse, does not appear to work, make sure that all cables are plugged in securely.
- If you have recently installed hardware or software, make sure that you have installed it according to the instructions provided with it. If you did not purchase the hardware or software from Gateway, see the manufacturer's documentation and technical support resources.
- If you have "how to" questions about using a program, see:
  - Online Help
  - Printed documentation
  - The Microsoft Windows documentation
  - The software publisher's Web site
- See the troubleshooting section of this chapter.

Warning
To avoid bodily injury, do not attempt to troubleshoot your notebook problem if:
• Power cords or plugs are damaged
• Liquid has been spilled into your notebook
• Your notebook was dropped
• The case was damaged
Instead, unplug your notebook and contact a qualified computer technician.

- Have your customer ID, serial number, and order number available, along with a detailed description of your problem, including the exact text of any error messages, and the steps you have taken.
- Make sure that your notebook is nearby at the time of your call. The technician may have you follow troubleshooting steps.
- The label on the bottom of your notebook includes the Gateway Customer Care telephone number. For more information, see "Gateway contact information" on page 2.

APPENDIX A
Legal Information

- Important safety information
- Regulatory compliance statements
- Environmental information
- Notices

Important safety information

Warning

Always follow these instructions to help guard against personal injury and damage to your Gateway system.

Warning

Do not use Gateway products in areas classified as hazardous locations. Such areas include patient care areas of medical and dental facilities, oxygen-laden environments, or industrial facilities.

Warning

To reduce the risk of fire, use only No. 26 AWG or larger (for example, No. 24 AWG) UL-listed or CSA-certified telecommunication line cord for your dialup modem connection.

Your Gateway notebook is designed and tested to meet the latest standards for safety of information technology equipment. However, to ensure safe use of this notebook, it is important that the safety instructions marked on the notebook and in the documentation are followed.

Setting up your system

- Read and follow all instructions marked on the notebook and in the documentation before you operate your notebook. Retain all safety and operating instructions for future use.
- Do not use this notebook near water or a heat source such as a radiator.
- Set up the notebook on a stable work surface.
- The notebook should be operated only from the type of power source indicated on the rating label.
- Openings in the notebook case are provided for ventilation. Do not block or cover these openings. Make sure you provide adequate space, at least 6 inches (15 cm), around the notebook for ventilation when you set up your work area. Never insert objects of any kind into the notebook ventilation openings.
- Some notebook are equipped with a three-wire power cord to make sure that the notebook is properly grounded when in use. The plug on this cord will fit only into a grounding-type outlet. This is a safety feature. If you are unable to insert the plug into an outlet, contact an electrician to install the appropriate outlet.
- If you use an extension cord with this notebook, make sure that the total ampere rating on the products plugged into the extension cord does not exceed the extension cord ampere rating.
- If your notebook is fitted with a TV Tuner, cable, or satellite receiver card, make sure that the antenna or cable system is electrically grounded to provide some protection against voltage surges and buildup of static charges.

Care during use

- Do not walk on the power cord or allow anything to rest on it.
- Do not spill anything on the notebook. The best way to avoid spills is to avoid eating and drinking near your notebook.
- Some notebooks have a replaceable CMOS battery on the system board. There is a danger of explosion if the CMOS battery is replaced incorrectly. Replace the battery with the same or equivalent type recommended by the manufacturer. Dispose of batteries according to the manufacturer's instructions.
- When the notebook is turned off, a small amount of electrical current still flows through the notebook. To avoid electrical shock, always unplug all power cables and modem cables from the wall outlets before cleaning the notebook.

- Unplug the notebook from the wall outlet and refer servicing to qualified personnel if:
  - The power cord or plug is damaged.
  - Liquid has been spilled into the notebook.
  - The notebook does not operate properly when the operating instructions are followed.
  - The notebook was dropped or the cabinet is damaged.
  - The notebook performance changes.

Replacement parts and accessories

Use only replacement parts and accessories recommended by Gateway.

Regulatory compliance statements

Wireless guidance

Warning

Radio frequency wireless communication can interfere with equipment on commercial aircraft. Current aviation regulations require wireless devices to be turned off while traveling in an airplane. IEEE 802.11 (also known as wireless Ethernet or WiFi), wireless Internet, and Bluetooth communication devices are examples of devices that provide wireless communication.

Low power, Radio transmitting type devices (radio frequency (RF) wireless communication devices), may be present (embedded) in your notebook system. These devices may operate in the 2.4 GHz (i.e. 802.11b/g LAN & Bluetooth), 5.2 GHz (i.e. 802.11a LAN), and traditional cellular or PCS cellular bands (i.e. Cellular data modem). The following section is a general overview of considerations while operating a wireless device.

Warning

In environments where the risk of interference to other devices or services is harmful or perceived as harmful, the option to use a wireless device may be restricted or eliminated. Airports, Hospitals, and Oxygen or flammable gas laden atmospheres are limited examples where use of wireless devices may be restricted or eliminated. When in environments where you are uncertain of the sanction to use wireless devices, ask the applicable authority for authorization prior to use or turning on the wireless device.

Warning

If your notebook came equipped with an internal embedded wireless device, do not operate the wireless device unless all covers and shields are in place and the notebook is fully assembled.

Caution

Wireless devices are not user serviceable. Do not modify them in any way. Modification to a wireless device will void the authorization to use it. Please contact Gateway for service.

Additional limitations, cautions, and concerns for specific countries are listed in the specific country sections (or country group sections). The wireless devices in your system are only qualified for use in the countries identified by the Radio Approval Marks on the system rating label. If the country you will be using the wireless device in, is not listed, please contact your local Radio Approval agency for requirements. Wireless devices are closely regulated and use may not be allowed.

The power output of the wireless device or devices that may be embedded in your notebook is well below the RF exposure limits as known at this time. Because the wireless devices (which may be embedded into your notebook) emit less energy than is allowed in radio frequency safety standards and recommendations, Gateway believes these devices are safe for use. Regardless of the power levels, care should be taken to minimize human contact during normal operation.

Measurements have been performed to show that the RF exposure is below what is considered safe limits; however care should be taken to make sure the user or bystanders keep the transmitter away from their body when the wireless device is transmitting. The transmitting antenna installed in the top third of the lid should be used in a manner to maintain 8 inches (20 cm) from user's or bystander's bodies.

The wireless devices installed in this system are intended to be used indoors. In some areas, use of these devices outdoors is prohibited.

Some circumstances require restrictions on wireless devices.

Caution

Only use drivers approved for the country in which the device will be used. See the Gateway System Restoration Kit, or contact Gateway Customer Care for additional information.

Important

Every country has different restrictions on the use of wireless devices. Since your notebook is equipped with a wireless device, when traveling between countries with your notebook, check with the local Radio Approval authorities prior to any move or trip for any restrictions on the use of a wireless device in the destination country.

United States of America

Caution

Wireless devices are not user-serviceable. Do not modify them in any way. Modification to a wireless device will void the authorization to use it. Contact Gateway for service.

Caution

The transmitting device embedded in this notebook may not be used with any antenna other than the one provided with the notebook.

Federal Communications Commission (FCC) Intentional emitter per FCC Part 15

Low power, Radio transmitter type devices (radio frequency (RF) wireless communication devices), operating in the 2.4 GHz band and/or 5.15 – 5.35 GHz band, may be present (embedded) in your notebook system. This section is only applicable if these devices are present. Refer to the system label to verify the presence of wireless devices.

Wireless devices that may be in your system are only qualified for use in the United States of America if an FCC ID number is on the system label.

Caution

In order to comply with FCC requirements this transmitter must not be operated (or co-located) in conjunction with any other transmitter or antenna installed in the notebook.

The FCC has set a general guideline of 8 inches (20 cm) separation between the device and the body, for use of a wireless device near the body (this does not include extremities). This device should be used more than 8 inches (20 cm) from the body when wireless devices are on. The power output of the wireless device (or devices), which may be embedded in your notebook, is well below the RF exposure limits as set by the FCC.

The wireless devices installed in this system are intended to be used indoors. In some areas, use of these devices outdoors is prohibited.

Operation of this device is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation of the device.

Unintentional emitter per FCC Part 15

This device has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio or television reception. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause interference to radio and television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna
- Increase the separation between the equipment and receiver
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected
- Consult the dealer or an experienced radio/TV technician for help.

Compliance accessories: The accessories associated with this equipment are: shielded video cable when an external monitor is connected. These accessories are required to be used in order to ensure compliance with FCC rules.

FCC declaration of conformity

Caution

Changes or modifications not expressly approved by Gateway could void the FCC compliance and negate your authority to operate the notebook.

Caution

Recycle or dispose of the used notebook properly according to federal, state and local laws.

Responsible party:
Gateway, Inc.
7565 Irvine Center Drive
Irvine, CA 92618
Phone: 800-846-2000

Product:

- SA1
- W350I
- W650I

This device complies with Part 15 of the FCC Rules. Operation of this product is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

California Proposition 65 Warning

Warning

This product contains chemicals, including lead, known to the State of California to cause cancer, birth defects or reproductive harm.

Mercury Warning

Warning

THE LAMP IN THIS DISPLAY CONTAINS MERCURY. DISPOSE ACCORDING TO LOCAL, STATE, AND FEDERAL LAW.

Telecommunications per Part 68 of the Code of Federal Regulations (CFR 47) (applicable to products fitted with USA modems)

Your modem complies with Part 68 of the Code of Federal Regulations (CFR 47) rules. On the computer or modem card is a label that contains the FCC registration number and Ringer Equivalence Number (REN) for this device. If requested, this information must be provided to the telephone company.

A telephone line cord with a modular plug is required for use with this device. The modem is designed to be connected to the telephone network or premises wiring using a compatible modular jack which is Part 68-compliant. See installation instructions for details.

The Ringer Equivalence Number (REN) is used to determine the number of devices which may be connected to the telephone line. Excessive RENs on a telephone line may result in the devices not ringing in response to an incoming call. In most areas, the sum of RENs should not exceed five (5). To be certain of the number of devices that may be connected to a line, as determined by the total RENs, contact the local telephone company.

If this device causes harm to the telephone network, the telephone company will notify you in advance that temporary discontinuance of service may be required. The telephone company may request that you disconnect the equipment until the problem is resolved.

The telephone company may make changes in its facilities, equipment, operations, or procedures that could affect the operation of this equipment. If this happens, the telephone company will provide advance notice in order for you to make necessary modifications to maintain uninterrupted service.

This equipment cannot be used on telephone company-provided coin service. Connection to party line service is subject to state tariffs. Contact the state public utility commission or public service commission for information.

When programming or making test calls to emergency numbers:

- Remain on the line and briefly explain to the dispatcher the reason for the call.
- Perform such activities in the off-peak hours such as early morning or late evenings.

The United States Telephone Consumer Protection Act of 1991 makes it unlawful for any person to use a computer or other electronic device to send any message via a telephone fax machine unless such message clearly contains, in a margin at the top or bottom of each transmitted page or on the first page of the transmission, the date and time it is sent, an identification of the business, other entity, or other individual sending the message, and the telephone number of the sending machine or such business, other entity, or individual. Refer to your fax communication software documentation for details on how to comply with the fax-branding requirement.

Canada

Industry Canada (IC) Intentional emitter per RSS 210

Caution

To prevent radio interference to licensed service or co-channel Mobile Satellite systems, this device is intended to be operated indoors and away from windows to provide maximum shielding. Equipment (or its transmit antenna) that is installed outdoors is subject to licensing.

Low power, Radio transmitter type devices (radio frequency (RF) wireless communication devices), operating in the 2.4 GHz band and/or 5.15 – 5.35 GHz band, may be present (embedded) in your notebook system. This section is only applicable if these devices are present. Refer to the system label to verify the presence of wireless devices.

Wireless devices that may be in your system are only qualified for use in Canada if an Industry Canada ID number is on the system label.

Caution

Wireless devices are not user-serviceable. Do not modify them in any way. Modification to a wireless device will void the authorization to use it. Contact Gateway for service.

Caution

The transmitting device embedded in this notebook may not be used with any antenna other than provide with the notebook.

Caution

The 802.11A radio LAN your notebook may have been equipped with operates in the same frequency range as high power radar, which has priority use, and may damage the radio LAN if both are present and being used in the same area.

As a general guideline, a separation of 8 inches (20 cm) between the wireless device and the body, for use of a wireless device near the body (this does not include extremities) is typical. This device should be used more than 8 inches (20 cm) from the body when wireless devices are on. The power output of the wireless device (or devices), which may be embedded in your notebook, is well below the RF exposure limits as set by Industry Canada.

Operation of this device is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation of the device.

Unintentional emitter per ICES-003

This digital apparatus does not exceed the Class B limits for radio noise emissions from digital apparatus as set out in the radio interference regulations of Industry Canada.

Le présent appareil numérique n'émet pas de bruits radioélectriques dépassant les limites applicables aux appareils numériques de Classe B prescrites dans le règlement sur le brouillage radioélectrique édicté par Industrie Canada.

Telecommunications per Industry Canada CS-03 (for products fitted with an IC-compliant modem)

The Industry Canada label identifies certified equipment. This certification means that the equipment meets certain telecommunications network protective, operation, and safety requirements. The Department does not guarantee the equipment will operate to the users' satisfaction.

Before installing this equipment, users should make sure that it is permissible to be connected to the facilities of the local telecommunications company. The equipment must also be installed using an acceptable method of connection. In some cases, the inside wiring associated with a single-line individual service may be extended by means of a certified connector assembly. The customer should be aware that compliance with the above conditions may not prevent degradation of service in some situations.

Repairs to certified equipment should be made by an authorized Canadian maintenance facility designated by the supplier. Any repairs or alterations made by the user to this equipment, or equipment malfunctions, may give the telecommunications company cause to request the user to disconnect the equipment.

Warning

To avoid electrical shock or equipment malfunction do not attempt to make electrical ground connections by yourself. Contact the appropriate inspection authority or an electrician, as appropriate.

Users should make sure, for their own protection, that the electrical ground connections of the power utility, telephone lines, and internal metallic water pipe system, if present, are connected together. This precaution may be particularly important in rural areas.

The Ringer Equivalence Number (REN) assigned to each terminal device provides an indication of the maximum number of terminals allowed to be connected to a telephone interface. The termination on an interface may consist of any combination of devices subject only to the requirement that the sum of the Ringer Equivalence Numbers of all the devices does not exceed 5.

Japan

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Japanese Modem Notice

本製品を日本で使用する場合は必ず日本国モードでご使用ください。
他国のモードをご使用になると電気通信事業法（技術基準）に違反す
行為となります。なお、ご購入時は初期値が日本国モードとなってお
ますので、そのままご利用ください。

Laser safety statement

Warning

Use of controls or adjustments or performance of procedures other than those specified in this manual may result in hazardous radiation exposure. To prevent exposure to laser beams, do not try to open the enclosure of a CD or DVD drive.

All Gateway systems equipped with CD and DVD drives comply with the appropriate safety standards, including IEC 825. The laser devices in these components are classified as "Class 1 Laser Products" under a US Department of Health and Human Services (DHHS) Radiation Performance Standard. Should the unit ever need servicing, contact an authorized service location.

Environmental information

The product you have purchased contains extracted natural resources that have been used in the manufacturing process. This product may contain substances known to be hazardous to the environment or to human health.

To prevent releases of harmful substances into the environment and to maximize the use of our natural resources, Gateway provides the following information on how you can responsibly recycle or reuse most of the materials in your "end of life" product.

Waste Electrical and Electronic Equipment (commonly known as WEEE) should never be disposed of in the municipal waste stream (residential garbage collection). The "Crossed-Out Waste Bin" label affixed to this product is your reminder to dispose of your "end of life" product properly.

Substances such as glass, plastics, and certain chemical compounds are highly recoverable, recyclable, and reusable. You can do your part for the environment by following these simple steps:

- When your electrical or electronic equipment is no longer useful to you, "take it back" to your local or regional waste collection administration for recycling.
- In some cases, your "end of life" product may be "traded in" for credit towards the purchase of new Gateway equipment. Call Gateway to see if this program is available in your area.
- If you need further assistance in recycling, reusing, or trading in your "end of life" product, you may contact us at the Customer Care number listed in your product's user guide and we will be glad to help you with your effort.

Finally, we suggest that you practice other environmentally friendly actions by understanding and using the energy-saving features of this product (where applicable), recycling the inner and outer packaging (including shipping containers) this product was delivered in, and by disposing of or recycling used batteries properly.

With your help, we can reduce the amount of natural resources needed to produce electrical and electronic equipment, minimize the use of landfills for the disposal of "end of life" products, and generally improve our quality of life by ensuring that potentially hazardous substances are not released into the environment and are disposed of properly.

Notices

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7565 Irvine Center Drive
Irvine, CA 92618 USA

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Macrovision statement

If your notebook has a DVD drive and an analog TV Out port, the following paragraph applies:

This product incorporates copyright protection technology that is protected by U.S. patents and other intellectual property rights. Use of this copyright protection technology must be authorized by Macrovision Corporation, and is intended for home and other limited viewing uses only unless otherwise authorized by Macrovision Corporation. Reverse engineering or disassembly is prohibited.

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